

COACH AND BUS

The PSV Industry's News Weekly

WEEK

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Sheffield protestors force delay over LRT routeing.....Page 8

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An Emap business publication

SCANIA

1990 (G&H) SCANIA K113 TRB 3 AXLE (363 BHP) VAN HOOL ASTROBEL, 10 speed CAG splitter gearbox, 67 seats, D/Gld, curtains, video TV monitor, toilet, washroom, radio/pa/cassette, Webasto, servery unit, fridge and water boiler, carpet under seats. Choice of **4/3**.

1983 (Y) SCANIA K112 JONKHEERE P50, 49 (retrimmed) reclining seats + courier, centre sunken toilet, Telma, continental door, radio /PA/cassette, tinted glass, curtains, MoT March 94.

Neoplan

1984 (PP) NEOPLAN JETLINER (Mercedes V8 Engine). 6 speed ZF gearbox, 49 reclining seats + courier, O/S sunken centre toilet, O/S centre continental door, 2 TV/Videos, drivers bunk MoT 17/3/94

1983 (PP) NEOPLAN-SKYLINER MERCEDES V10 - ZF MANUAL, 77 retrimmed seats + courier, toilet, fridge, water boiler etc. -New MoT.

DAF

1986 DAF (11.6) MB 2300 DKFL Plaxton 3500, 53 seats plus courier, 6 speed ZF gearbox, rear continental door, curtains, Tempo 100, radio/pa/stereo. MOT'S 15/4/94 & 6/4/94 **2 ONLY REMAINING**

1984 (A) DAF SB 2300 DHS PLAXTON 3200, 6 speed splitter ZF gearbox, 53 E type seats, radio/pa/cassette, power door, tinted glass, curtains MoT MAY 1994.

1982 DAF DKTL PLAXTON SUPREME 6, ZF Splitter gearbox, double glazed, side windows, power door, 53 reclining seats, side lockers, radio/pa/cassette, Bristol dome, white/red exterior, red striped moquette, MoT 26/5/94.

Leyland

1990 LEYLAND LEOPARD WILLOWBROOK CRUSADER 11 METRE ON A 1971 CHASSIS, Pneumocyclic gearbox, power door, radio/pa/cassette, tinted d/glazed windows, decorative curtains, 53 fixed seats + courier, MoT 13/12/94.

1986 (C) LEYLAND TL11-260 5 speed hydraulic gearbox, Berkhof Everest 3.7h/floor, **51 reclining** seats, o/s centre sunken toilet, o/s continental door, curtains, retrimmed, choice of 4. MoT DEC 94
1 ONLY REMAINING

1977 (R) Leyland Leopard Duple Dominant Express 49 seats, MoT June '93

VOLVO

1990 VOLVO B10M PLAXTON PARAMOUNT 3500, rear continental door, 53 reclining seats, double glazing, curtains, courier seat, radio/pa/cassette, MoT 13/3/94.

1987 VOLVO B10M JONCKHEERE P599 49 recliners + courier, 6 speed splitter gearbox o/s rear continental door, o/s rear sunken toilet, double glazing, TV/video, radio/pa/cassette, Telma, Webasto, microwave, drivers bunk, curtains, drinks machine, MoT May 94.

1985 (PP) VOLVO B10M PLAXTON 3500, 49/53 retrimmed recliners plus courier, centre sunken toilet (demonst), radio/pa/cassette, air craft lockers, double glazed, 6 speed ZF gearbox, pannier lockers, New re-stretched panels Webasto, blinds, MoT Nov '94.

1984 (PP) Volvo B10M Plaxton 3200 53 recliners plus courier, double glazed, curtains, reconditioned engine, New re-stretched panels, MoT Nov '94

FORD

1973 (L) FORD R1014 PLAXTON ELITE III, 45 seats, power door, radio, MoT 27/4/94.

1973 (L) FORD R1014 PLAXTON ELITE III, 41 seats, power door, radio, MoT 19/6/94.

BEDFORD

1981, BEDFORD YNT PLAXTON SUPREME IV, 53 fixed seats (re-moquetted) power door, radio/pa, side locker, new gangway floor, reconditioned engine, exterior red/white, interior grey/red. MoT 7/3/94.

Duple 425

1988 (E) DUPL 425-CUMMINS L10, 7 SPEED AUTOMATIC GEARBOX, 50 seats + courier, rear sunken toilet, continental door, fridge, drinks machine.

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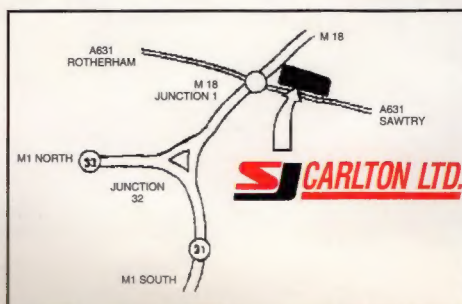
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Location map.



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COACH AND BUS

The PSV Industry's News Weekly

WEEK

ISSUE 100 JANUARY 22 1994

Possibly the most significant news this week is something that hasn't happened. There has still been no announcement of a preferred bidder for the London Buses subsidiary Westlink.

It is an open secret in the industry that a preferred bidder - a major northern operator - was about to be announced when the Government executed its U-turn on deregulation in the capital. It seemed the new regulated regime proposed for London, which could see operators losing or gaining vast amounts of work at the stroke of a pen, was not so attractive as the deregulated regime which has operated in the rest of Great Britain since 1986.

One issue known to worry bidders for the LBL companies is pensions.

As the LBL companies move to the private sector, their employees will, unsurprisingly, do all they

'The prospect of driving staff moving en masse from ex-LBL companies to independents under the new tendering regime is a very likely one, as anyone who can remember events in the last days of London Forest will testify'

can to retain their existing pension benefits.

These will put their companies at an instant disadvantage when it comes to tendering for work, whether it be their own or another company's. An insider estimates pensions represent some three per cent of employment costs at LBL. In contrast, many of the private-sector companies who will bid for London bus routes do not have pension schemes at all. One of the biggest does have a pension scheme, but specifically excludes staff who work on LT contracts from it to give it a competitive edge over LBL companies.

But LBL companies and staff may still be left having the last laugh. Local authority workers who found their jobs transferred to the private sector on much reduced terms and conditions are fighting for their return from their new employers.

The prospect of driving staff moving en masse from ex-LBL companies to independents under the new tendering regime is a very likely one, as anyone who can remember events in the last days of London Forest will testify. Will these employees, doing the same work for a different employer, then be able to demand the restoration of their rights under a transfer of undertakings?

At the moment, no one knows. But this is a question which requires an answer before the LBL companies are sold if they are to achieve anything like their true value.

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COACH AND BUS WEEK ENDING 22 JANUARY 1994

■ **London Buses Ltd managing director**, Clive Hodson, has a new job as preparations for London privatisation gather pace. From April 1 he takes charge of all London Transport bus-related activities as md of the newly-created London Transport Buses. Page 6

■ **Tours giant Shearings Holidays** is to tackle the Scottish market for the first time this year. The whole continental programme and most of the UK destinations will be offered in Scotland as an extension of the company's north west brochure region. Page 7

■ **With less than two months to go** before the first stage of Sheffield's Supertram comes on stream, residents in other parts of the city are still fighting rear-guard actions over detailed routeing of suburban sections of the lines. Page 8

■ **Continued expansion of local services** south of Birmingham has brought the bus fleet of Smiths of Shennington up to 64 in less than four years. Latest deliveries include four Ikarus bodied DAF SB220 buses. Page 9

■ **Supreme Holidays of Hadleigh, Essex**, has bought the goodwill and coaching assets of Dovercourt-based Chartercoach Holidays, which has ceased trading. Included in the acquisition are the Parkston Quay depot, Harwich, and nine coaches, along with the goodwill of Chartercoach Holidays. Page 10

■ **The coach and bus market finished 1993** in a considerably better state than 1992, with registrations overall nearly 12 per cent up, according to figures released by the Society of Motor Manufacturers and Traders. Bus registrations increased by just under 19 per cent, while coach registrations went up nearly two per cent. Page 12

COACH AND BUS EVENTS

● February 3: BCC Annual Dinner, Grosvenor House, Park Lane, London W1. Details from BCC on 071 831 7546, fax 071 242 0053

● February 15: Trading Place - Retail Planning PPG6. Royal Town Planning Institute Northern Branch conference. Details from Kay Lough on 091 222 7812.

● April 13 and 14: The 1994 British Travel Trade Fair, Hall 11, NEC, Birmingham. On show will be some 400 different exhibitors, drawn from all corners of the UK, representing almost 1,000 different holiday products. Details from the British Travel Trade Fair 94 Office, The English Tourist Board, Thames Tower, Black's Road, London W6 9EL, tel 081 846 9000.

● April 23-24: Ruby UK Coach Rally, Brighton. Details from Paul Cousins on 081 842 0056.

● May 22: Welsh National Bus and Coach Rally, Barry Island. Fun day out for all the family, rally site adjacent to fun fair and beach. Details from Julian Brinkworth on 0222 522202

● May 11-13: IRTE Telford Road Transport Exhibition. Institute of Road Transport Engineers 25th annual conference and display. Details from Ian Trafford on 071 589 3744

● May 17-18: The Second Mobility Matters Exhibition, Central Milton Keynes. Details from Dawn James, Community Transport Co-ordinator on 0908 682765

● October 30-November 1: Institute of Road Transport Engineers (IRTE) 50th Anniversary International Conference, TECON International '94 - Living with Technology, London. Details from Peter Edmonds on 071 589 3744

BUS

Grimsby jobs axe



GCT 'making a profit'

EIGHTEEN full-time jobs are being axed in the first re-organisation at Stagecoach Grimsby Cleethorpes, with 21 new posts, five of them full time, being advertised.

The changes at the former municipal which was sold to Stagecoach Holdings last year (*Coach and Bus Week*, November 27), result from general administration moving to East Midland at Chesterfield next month, a fundamental re-organisation of cleaning arrangements, and the closure of the travel shop with an end to the

By Andrew Jarosz

National Express ticket agency.

Four administrative and three travel shop redundancies will make way for four part-time jobs at the depot. Ten cleaning posts and a workshop post are making way for five full-time cleaning posts, nine part-time bus cleaners, two part-time office cleaners and a part-time upholsterer.

SGC's managing director Les Warneford said the changes would reduce administrative costs and improve

the quality of service through the revised cleaning arrangements.

"Since 1991, bus fares have only increased by 1p and service levels have been maintained despite rising costs," he said.

"The redundancies were regrettable but inevitable to achieve the planned changes."

John Leason, TGWU branch secretary, said changes were expected but not the redundancies. "This company is making a profit, so why crucify people to make a bigger profit?"

COACH AND BUS

West Midlands Travel chairman is to retire

WEST Midlands Travel chairman James Isaac has announced his retirement from the post he held since 1986.

Mr Isaac joined West Midland Passenger Transport Executive in 1973 as operations manager, becoming director general in 1977. During this period he was responsible for a programme of integration and development of public transport, which contributed to the West Midlands claim to have one of the most modern systems in Britain.

He became chairman when West Midlands Travel was formed, keeping his post



James Isaac

as managing director until 1990 when it was taken over by Donald Colston, who now takes over as chairman.

However, Mr Isaac will still be staying on as an adviser on international issues while he is in his present position as president of the Union of International Public Transport.

Mr Colston said "The board unanimously paid tribute to Mr Isaac's outstanding performance in the public transport industry and, in particular, his contribution to the West Midlands over the past 20 years. We are glad he will continue to be associated with West Midlands Travel in a professional capacity during the next 18 months."

BUS

Injunction bans strike action

WESTERN National has won a High Court injunction to prevent its drivers in Devon and Cornwall taking strike action.

Managing director Martin Sutton said: "I am delighted that we have been able to avert the strike and pleased there will be no inconvenience to our customers."

The strike threat had been caused by dissatisfaction over a 2.5 per cent pay offer not linked to overtime.

Western National obtained the injunction

despite a Rail Maritime Transport (RMT) union ballot which showed a small majority in favour of strike action. RMT officials said they would reballoon drivers to win what they called a "satisfactory pay deal."

The vote in the ballot was 188 to 185.

Mr Sutton said: "There are approaching 500 RMT members at Western National out of a workforce of 790 staff. We believe that the majority of our staff wish to accept the pay offer and work normally."

CBW

■ COACH AND BUS

Merseybus parent MTL half-year results profit

By Andrew Jarosz

SOON after filing its best financial results to date, Liverpool-based MTL Trust Holdings has moved into profit with the publication of its half-yearly results for the current financial year.

Results for the financial year ended March 31 1993, showed a very small net loss of £119,000 - considerably better than the £3 million and £8.2 million losses of the two previous years (*Coach and Bus Week*, December 18).

The results for the first six months follow on and show a small surplus of £56,000 on an improved operating profit of £1.6 million. These have been presented to shareholders and employees as an interim report of progress, prior to the publication of the first Annual Report next year.

Detailed figures show, that, even with rising costs, the growth in turnover from £24 million to nearly £28 million has enabled the operating profit to treble from £0.5 million to £1.6 million. If the performance continues, MTL is set to complete the financial year with a small

SUMMARY OF RESULTS

	1993/94	1992/93	1991/92
(First six months of each period)	£000	£000	£000
Sales:			
Customer purchased	17,223	14,946	15,132
Other revenue	10,563	9,190	9,048
	27,786	24,136	24,180
Expenditure:			
Wages & salaries	18,814	17,570	17,315
Fuel, tyres, materials	3,762	3,107	3,003
Operating costs	2,493	2,142	2,116
Establishment expenses	1,108	744	937
	26,177	23,563	23,371
Operating profit	1,609	573	809
Depreciation/interest/exceptional	1,553	1,184	2,190
Net profit (loss)	56	(611)	(1,381)

surplus.

Staff at the company are being warned not to become

complacent, but the increased turnover is a largely a result of the development of



MTL results show small surplus

the Merseyrider unit and the purchase of former independent Fareway.

MTL claims that, despite a fall in concessionary income, it is fighting competition and increasing its market share in Liverpool through the growth of its reduced cost units.

Merseyrider has taken over uneconomic services and won contracts which will generate

a turnover of £1.5 million and make a small profit.

The report states that the introduction of profit-related pay has not only improved the net earnings of most staff, but has enabled a commitment to increase basic pay for most people by a minimum of two per cent from next April.

Managing director Peter Coombes said: "Three years ago, Merseybus was making catastrophic losses. Now the company is stable and moving forward with growing confidence."

■ BUS

Caldaire is to expand

WAKEFIELD based Caldaire Holdings has signalled its intention to expand its bus operating business, through a series of management moves designed to free two of its directors, Mike Hunter and Neil Hoskins, from day-to-day responsibilities for the three subsidiaries.

New managing directors have been appointed for West Riding, Yorkshire Woollen and Selby & District, and other members of the current senior management teams have been promoted to director level to reflect the greater responsibilities which will pass to the companies' management.

Messrs Hunter and Hoskins join finance director Bob Laught as full-time Caldaire directors, although they retain their places on individual company boards.

Chairman Mike Hunter said the moves had two aims: "Firstly it will allow the Caldaire directors to devote much more time to developing the business, and secondly they give promotional opportunities to members of the management team, who have helped to improve the quality of service given by the company and to raise profits."

■ People: Page 51

■ COACH AND BUS

Bid to end free school transport

LOCAL authorities are pressing Government to end free school transport for all but the poorest families.

Free school transport, currently available to all pupils living more than two miles (under eights) or three miles (all other age groups) from their schools, costs local authorities some £400 million a year. The authorities claim this figure is, in real terms, 75 per cent up on 20 years ago. Spending per pupil averages at £365 per passenger, with costs being highest in some of the most rural areas.

The Association of County Councils may suggest charging one fare for all pupils who are able to pay and the Department of Education plans to issue guidance clarifying transport arrangements.

■ COACH AND BUS

Dereg Bill will hit safety standards - Labour

LABOUR claims that the Government's forthcoming Deregulation Bill will open the way to a systematic reduction in transport safety standards and an increase in environmental blight.

Frank Dobson, Labour's transport spokesman, released an internal memo from Patrick Brown, the permanent secretary at the Department of Transport and a summary of the DoT's response to deregulation proposals.

Mr Dobson said: "The Government has been secretly planning a destruction of safety standards, of protection for the public and of safeguards for the environment... It means less safety when you're travelling by bus or coach."

Publication of the Deregulation Bill, sponsored by the Department of Trade and Industry, was expected this week. It is understood that some decisions referred to in the leaked documents may have been modified.

CBW



"THAT'S MORE LIKE IT MINISTER, BACK TO BASICS, VICTORIAN VALUES..."

■ **PARKING** and congestion problems experienced by coaches in the West End are to be tackled by a new collaborative scheme between the West End Theatre Society and Westminster City Council. The Considerate Theatres Scheme has been set up to encourage high environmental standards in the West End after the success of similar schemes in the restaurants and hotel industry. Theatre and council representatives will be meeting in January to discuss a range of issues such as coach parking on and off the streets of the West End. Councillor and environment committee chairman, Harvey Marshall, will be representing Westminster, while Graham McNally, operations manager of Stoll Moss Theatres, is chairman of Considerate Theatres.

■ **PROPOSALS** to clarify the tolls paid by coaches and buses on the Tay Road Bridge have been published. The Joint Board is seeking to harmonise the toll at £1.40 for all vehicles with more than 16 passenger seats. This would end problems of differentiation between types of service and weight of vehicle. All other charges are unaffected.

■ **A GUIDE** to traffic calming measures has been issued by the Department of Transport in three new leaflets. Minister for roads and traffic, Robert Key said: "When the Traffic Calming Regulations were introduced last summer, I promised that we would bring forward guidance on the techniques that can be used. The three leaflets just published offer local authorities information on the use of rumble devices, overrun areas and gateways. We aim to produce advice on other features in 1994."

■ **LONDON Buses** has launched a restyled guide for the Woolwich area. Featuring a cover illustration of the Thames Barrier, the new guide has easier-to-read maps, diagrams and local amenity listings. Travel information and Travelcheck contact numbers are given greater prominence than before. The new guides, which are being produced at the rate of three a month to cover the London area, have been produced by international design consultancy, Fitch.

■ COACH AND BUS

Open-top buses could be banned in Bath

CONTROVERSY surrounding bus tours at Bath's historic Royal Crescent could lead to a total ban because of environmental damage.

The Royal Crescent Society is asking the city council to ban open-top buses which they complain are obtrusive and causing damage to the roadway.

Repairs to the 18th century roadway on the crescent are costing Avon City Council more than £200,000 and it is due to discuss a ban on open-top tours, which already applies to coaches.

The conflict is not confined to Bath, as growth in

By Ian Young

tourism in Britain's historic cities comes into conflict with residents and local authorities, responsible for many sites.

Avon City Council's tourism management consultant, Paul Simons, said: "We don't want to turn people away from seeing the buildings but we have to consider where to find the money for the repairs of this grade one listed site or finding ways of reducing the costs. We would like to discuss the matter with operators before we make a deci-

sion and see if it is possible to introduce a park and walk system."

Operators have made a number of concessions to Royal Crescent residents since the tours were started in 1982. They have removed loud speaker commentaries and ended photocalls.

A few years ago Avon County Council tried to restrict the number of vehicles by licensing tours. However, this was found to be illegal under the 1985 Transport Act.

A system of voluntary restriction was tried among operators, but the popular-

ity of the Crescent (second only to the Roman Baths) has seen vehicles increase to 10 every hour.

Badgerline and Guide Friday, who operate up to five buses an hour, have tried a park and walk scheme and transferring to a minibus, but both failed when passenger numbers dropped dramatically.

Regional director for Badgerline, Martin Curtis, said: "The stone sets in the road are badly in need of attention. We do not accept that we should be held totally responsible for the problem."

■ BUS

Low-floor profit

OPERATORS buying low-floor will improve their bottom line profit, minister for transport in London Steven Norris said last week (Stop Press, Coach and Bus Week, January 15).

He was launching London Transport's 68-vehicle low-floor bus trial which begins later this month and is to be monitored closely by the Department of Transport's mobility unit and the Transport Research Laboratory.

While the buses - which

cost about 15 per cent more than comparable high-floor single-deckers - are designed to carry wheelchairs, LT and Mr Norris both say that their appeal will extend to mothers with prams and to elderly passengers.

"Large numbers of bus companies' customers are elderly people who experience difficulty in buses at some time," said Mr Norris. "Buses like these will be good for a bus company's bottom line."



Trial begins later this month

■ BUS

Privatisation post

LONDON Buses Ltd managing director, Clive Hodson, has a new job as preparations for London privatisation gather pace. From April 1 he takes charge of all London Transport bus-related activities as md of the newly-created London Transport Buses.

LTB brings under one umbrella the tendering, passenger information and group planning divisions. Mr Hodson maintains

responsibility for LBL subsidiary sales and the wind-up of its affairs.

Mr Hodson, who was promoted from finance director to LBL md in May 1989, says the new job sorts out some uncertainties, but does not represent an LBL takeover of some LT activities but an amalgamation which brings together LT's statutory duties in providing safe, reliable and efficient bus services.

■ BUS

Brothers gain NVQ

TWO brothers from London United are among the first people in the capital to receive Level 3 National Vocational Qualifications (NVQ) in Engineering, awarded by BCT (Bus & Coach Training).

Darren and Mark Green, third-year apprentices at the LBL subsidiary, worked towards their NVQ in body trades at their employment and at the Tile Hill College, Coventry.

London United techni-

cal manager Ian Cocklin said: "Our philosophy is that developing a highly-skilled engineering workforce is the key to running a successful and safe bus company."

"In the past we have had a very small core of skilled craftsmen with a wider pool of semi-skilled staff. We are now working towards increasing the skill pool in the company by encouraging semi-skilled workers to undertake further training."

● Training: Page 18 **CBW**

■ COACH

Shearings gears up for the Scottish market

TOURS giant Shearings Holidays is to tackle the Scottish market for the first time in 1994.

The whole continental programme and most of the UK destinations will be offered in Scotland as an extension of the company's north west brochure region.

A programme of autumn short breaks within Scotland will also be introduced later this year.

Unlike other companies which extend eight-day programmes to 10 by adding two overnight stops to an English-based itinerary, Shearings is keeping costs down by introducing an express network feeder system of seven routes which meet up with tours at its Cranage interchange, from May 15.

Starting as early as

By Andrew Jarosz

6.30am at Glasgow, the seven vehicles will operate from Friday to Monday covering 43 pick-up points from the central lowlands and southern areas.

An on-board breakfast

will be served.

Shearings managing director John Slatcher described the programme as competitively priced.

"We are using seven coaches which would have

been parked up at Bryn overnight, so the costs are kept to a minimum, which I believe is what Scottish people are looking for."

The company is offering a programme of 90,000 continental seats and 250,000 British tour seats of a similar size to that of last year. A new £200,000 television advertising campaign is stressing the caring aspect of coach travel.

Mr Slatcher was cautiously optimistic over the increase in bookings which have already seen a 30 per cent increase on last year.

"We started off early with nearly 40,000 passengers booking direct, so sales could slow down now but continental sales are a full 12 per cent up after a standstill year last year," he said.



Shearings cautiously optimistic

■ COACH AND BUS

Upgrade phase one nearly complete

THE first phase of a £2 million plan to upgrade Glasgow's Buchanan bus station should be completed by April and will include a lounge area for coach tour passengers and a rest area for drivers, as well as enhanced facilities for express and local bus passengers.

The plans for the bus station, Scotland's largest, were unveiled by Councillor Malcolm Waugh of Strathclyde Regional Council, which provided the finance to allow Strathclyde PTE to assume responsibility for the station last May.

Opened in 1977 by Scottish Transport Group, Buchanan was latterly run by Scottish Citylink, but several operators had deserted the station because of allegedly prohibitive departure charges.

Since Strathclyde PTE took over, daily bus departures have risen from 600 to 1,400 and daily passenger throughput has more than doubled to 30,000. At busy times around 130 buses an

hour use the station.

The improvements include better passenger information, a new travel centre, new toilet and left luggage facilities, improved security and clear signing.

Buchanan is an important express service destination and a new five-metre extension from the concourse walls will provide better waiting facilities for express passengers, with seating and glass screening to protect them from the elements. The local bus stands will also have glass screens.

For holiday coach tour passengers there is to be a

purpose-built two-storey facility at the north-east end of the station, with a departure lounge on the ground floor, and crew facilities upstairs. This is due to open in April.

Other facilities for opera-

tors will include vehicle washing and fuelling, drains for toilets, and secure overnight parking.

Bus operators who have returned to Buchanan include former SBG company, Kelvin Central Buses. Operations director, John Elliot, said his company had to leave the smaller Anderston bus station in the south of Glasgow's city centre - now closed - but would not contemplate parking buses in the streets like some other operators.

"We were able to restructure our Glasgow services around the return to

Buchanan in August and this allows us to provide very much a hub-and-spoke operation," he said.

Counsellor Waugh also said the region's roads and transportation committee had recently approved a contract for an on-line bus information system for the busy Marhill Road corridor, and this would link into Buchanan in the spring of 1995.

Plans were also being developed for wide-ranging bus priority measures in the central area and on the radial routes.

■ Diary: Page 15

CBW



Buchanan bus station is Scotland's largest

■ COACH Tourism Council members have the chance of heavily discounted tickets for the BBC Holiday Live tourism show at London's Olympia from February 10-13. A special deal has reduced £7 entry tickets to £4 and programmes are offered at half price - £1.50 per copy. Contact Stuart Attwood at BBC Holiday Live on 081 943 5000.

■ ROAD deaths fell by 12 per cent last year and are at the lowest level since records began, according to Department of Transport figures. In the year up to last September, road deaths fell to 3,858 while serious injury casualties were eight per cent lower than 12 months ago at 45,575. Minister for roads and traffic Robert Key said: "The Government's target is to reduce road casualties by the year 2000 by a third compared to the average for 1981-1985. These latest figures show that we have already reduced fatalities by 31 per cent and serious injuries by 39 per cent. But we still have a long way to go to meet the target for all casualties, where we are currently five per cent below the 1981-1985 average.

■ SWEDEN'S largest bus operator, Swibus, has placed orders for 29 bodied Scania MaxCi low-floor buses worth over SEK 40 million (£3.3 million). Scania obtained orders for 72 complete city buses - the majority of them low floor - during the last quarter of 1993.

■ MERCEDES-Benz has opened a new bus factory in Mexico. Situated in Monterey, Nuevo Leon, the plant will produce some 3,000 urban and country buses annually exclusively for the Mexican market.

■ SHROPSHIRE County Council has published a new Public Transport Guide for Shrewsbury Rural Area. The guide lists services by destination and includes a map showing services and destinations. It is the seventh in a series of new-style guides being produced by SCC as part of its responsibility for promoting and publicising local passenger transport services and is being distributed free of charge from tourist information centres, libraries and shops and post offices in the area.

Supertram route battle is not over



Sheffield Supertram is on test

By Andrew Jarosz

WITH less than two months to go before the first stage of Sheffield's Supertram comes on stream, residents in other parts of the city are still fighting rearguard actions over detailed routeing of suburban sections of the lines.

Residents of Hillsborough have won a stay of execution over the authorisation of the Holme Lane Spur line, having argued that the short half-mile spur to Malin Bridge is unviable and would cause damage to the environment, traffic congestion and safety problems.

Although demolition of buildings is going ahead, final decision is not expected before the end of this month until more information on the

spur's viability is forthcoming.

On the southern side of the city, residents in the Gleadless area are threatening to block the path of bulldozers clearing the ground through the Herdings Plantation, unless the route of the Herdings Spur is changed and woodlands saved.

Controversy centres over Sheffield City Council's ability to force a change of route, with Supertram officials insisting it must keep to the route in its Parliamentary Act to secure full Government funding.

Sheffield Council claims that the South Yorkshire PTA can order a change in route if it wishes to, but an expected decision last month on both contentious issues was deferred.

■ BUS

Concern over fuel duty...

THE Budget increase in fuel duty has already caused fares to rise, according to a report by the Association of Transport Co-ordinating Officers.

The 20 per cent increases in fuel prices were not matched by a corresponding increase in rebates and ATCO reports that passengers faced two fare increases last November to compensate for the drop in rebate on top of annual inflationary increases.

ATCO chairman Tony Briggs said: "Until last November operators of local bus services were able to claim back 100 per cent of their fuel duty, a percentage that has been maintained in successive budgets until now.

"But the rules have been changed so the extra duty imposed from November cannot be reclaimed. Our reports show that

operators were not slow in making passengers and local councils pay the difference."

ATCO is producing a detailed account of how much extra passengers will pay and additional subsidy demands made on local authorities.

ATCO will be joining the Bus & Coach Council and local authority associations in lobbying the Government on the issue.

It is feared that, if the policy continues, the fuel rebate will become worthless and will have a worse effect than VAT on fuel.

"We hope that local bus user groups will make their views known as well. At a time when the Government is trying to promote public transport as an effective alternative to private motoring, it is wrong to introduce a fiscal policy which drives passengers away from buses," Mr Briggs added.

■ BUS

...as Sheffield fares forced up

MAINLINE of Sheffield is leading most of the contending operators in the city with the third fare rise in 12 months after the increase in fuel duty.

The company, which was recently sold to its workforce, is facing an annual increase in its fuel bills of £1.7 million and most competitors are following the increase, although independent Yorkshire Terrier, whose fares are lower than most, put an increase in

place before Christmas.

Mainline chairman Peter Sephton said the board had examined a number of options and it had been decided to revise the price structure in a way that would minimise the effect on customers.

"It has, therefore, reluctantly been decided to make a small increase in single fares and reduce the discount on return tickets," he said.

Mainline raised its fares

earlier last year after Budget and cost increases and had hoped to hold them for a year.

It was forced to introduce a further increase in October after South Yorkshire PTE imposed bus station departure charges in a move to stave off its own funding crisis.

Certain fare deals and pricing offers remain unaffected and there is no change in fares for concessionary passengers.

■ BUS

Standards need improving

SOUTH Yorkshire Passenger Transport Executive is challenging some of its bus operators to improve standards and quality, after investigators found that fewer than 50 per cent of buses arrive on time, and more than 15 per cent leave early.

The investigation followed a growth in passenger complaints and has identified areas of improvement for the operators of commercial and contracted services.

Researchers posing as ordinary travellers graded companies for everything from punctuality through to a nose test of how pleasant a bus smelled. There were marks for drivers' attitude and style and for buses on comfort or rattles.

Complaints were highest in Sheffield,

where competition is keenest and congestion greatest. Operators claim that the survey coincided with some of the worst roadworks ever, although the PTE said that some delays could be put down to 'extended breaks' at depots.

Researchers did find that driver attitudes and the condition of buses were improving. Excellent buses were rare, most were good or OK, four per cent were poor - two fewer than the national average.

The report said: "Drivers have a more pleasant attitude giving something of a welcome, a better driving style and speed, and an improvement on the time given to passengers to sit down before the bus started."

CBW

■ COACH AND BUS

Four more DAFs join Your Bus

CONTINUED expansion of local services south of Birmingham has brought the bus fleet of Smiths of Shennington up to 64 in less than four years.

Latest deliveries include four Ikarus-bodied DAF SB220 buses, which join the largest Ikarus contingent in the UK, with 16 operated by the company alongside a further five Optare-bodied SB220 Delta buses.

Smiths trades as "Your Bus" from its base in Alcester, with the majority of its

By Andrew Jarosz

commercial routes operating into the city centre from the various southern suburbs. The Ikarus join the company as a new 7Y service is introduced to join the original 53Y service from the Maypole to the city centre.

The company has operated coach and contract services since 1963 but did not enter the bus field until late in 1987. Business has proved successful enough to support new and second-hand

purchases and over 50 buses are now operated at peak times - over three times the coach fleet number.

Director Mike Smith told *Coach and Bus Week* that patronage had been growing as a result of purchasing new vehicles for service. The SB220s had particularly stimulated patronage when they were introduced. Commonality with the company's fleet of DAF coaches and excellent after-sales backup was cited



New Ikarus is one of four

as the main reason for the purchases.

"We've operated the SB220 buses for nearly four years now and we have found them very robust and

giving excellent service," said Mr Smith. "We consider ourselves to be professional competitors in the West Midlands market and believe in investing in new vehicles."

■ COACH

Jonckheere for 94

ROBINSONS, the Great Harwood-based tour specialist, is trading-in three Van Hool/DAFs against its first Jonckheere-bodied Volvo B10M coaches which will be delivered for the 1994 season.

Managing director Alan Jones says the decision was for commercial reasons and was made after the company assessed booking trends for its British and Continental tours.

"The initial indications

are that the Continental tours will be better," said Mr Jones. "In 1993 we had a good year for British tours but we are looking for better across-the-board bookings. If we can get a better balance this year we shall be pleased."

Robinsons ran 31 vehicles in 1993 and plans to operate the same number this year. Its main tour programme runs from February 1 to the middle of November.

■ COACH AND BUS

Multipart still distributor

PARTS for DAF Bus chassis and components will continue to be distributed in the UK through Multipart Distribution Ltd and will not be affected by the recent break-up of the United Bus organisation.

DAF Bus parts are supplied by Multipart Bus Parts - a separate business entity within Multipart Distribution - either direct to account holding operators or via Leyland DAF Trucks dealerships.

Multipart is also the official supplier for MCW Metrobus parts and offers a com-

prehensive all-makes range.

■ Multipart has appointed Chris Monks commercial director, Multipart Bus Parts. He has extensive experience of the bus business and has previously worked for Multipart at Chorley as export sales director. For the last four years he has been the general manager of VL Bus Hong Kong, responsible for vehicle sales, parts and service.

● People: Page 51

CBW

■ COACH

Free trip to EuroDisney

TIME is running out for coach operators wanting to take up the offer of a free trip to EuroDisney with *Coach and Bus Week*, Independent Coach Travel and P&O European Ferries.

Accommodation on the three-day trip, which runs from February 9 to 11, is limited and operators are advised to fill in the priority application form and post or fax it immediately to Chrissie Hester at the *Coach and Bus Week* address.

The trip, which is entitled the ICT Conference, will look at EuroDisney, its past, present and future, with particular emphasis on its potential for the coach industry.

This event is free of charge and includes: all travel, two nights on-site accommodation including breakfast and entrance to the Theme Park and Buffalo Bill's Wild

West Show. There will be a wide variety of departure points.

Itinerary

Wednesday

February 9: Early morning departure; morning ferry; late afternoon arrival at EuroDisney; evening at leisure

Thursday

February 10: Morning presentation and forum; lunch; afternoon at leisure in the Theme Park; Buffalo Bill's Wild West Show including dinner

Friday

February 11: Mid-morning departure; afternoon/evening arrival in UK

PRIORITY APPLICATION FORM

MR/MRS/MS	INITIALS	SURNAME
COMPANY NAME		
POSITION		
ADDRESS		
POST CODE		
DAYTIME TEL No		
PRIVILEGE CARD NUMBER		
Have you already operated tours to EuroDisney?		YES NO
If Yes, did your groups stay?		Onsite Offsite Both
We expect to be oversubscribed for this event, therefore places are limited to one person per company. It may, however, be possible nearer the time to allocate a second place to a bona fide member of staff on a restricted basis. Should you, therefore, wish to nominate a colleague or partner to join you on this trip please indicate this in the section below.		
MR/MRS/MS	INITIALS	SURNAME
POSITION		

RETURN TO: Chrissie Hester, Associate Publisher, Freepost, *Coach and Bus Week*, Wentworth House, Wentworth Street, Peterborough PE1 1BR or fax 0733 62656.

COACH

Supreme buys Chartercoach

SUPREME Holidays of Hadleigh, Essex, has bought the goodwill and coaching assets of Dovercourt-based Chartercoach Holidays Ltd, which has ceased trading.

Included in the acquisition are the Parkeston Quay depot, Harwich, and nine coaches, along with the goodwill of Chartercoach Holidays Ltd.

The Bus & Coach Council has confirmed it will honour all valid claims in respect of full repayment or deposits taken for holidays up to December 31 1993

By Mike Morgan

under BCC's Bonded Holidays Scheme (BCH).

However, Supreme has undertaken to transfer all Chartercoach holidaymakers on to its own holiday programme.

John Bridge, managing director of Supreme, said: "Chartercoach is well known and respected in the north Essex area and has operated a full programme of holidays and short breaks for a number of years.

"We see this as an ideal

opportunity for Supreme to operate a comprehensive programme throughout East Anglia, and will be expanding the Chartercoach operation in the months ahead.

"We are very anxious to reassure all Chartercoach holidaymakers that they will receive the best advice and service from our reservations staff.

"We are the only coach tour operator in the east of England to be members of ABTA and are fully bonded with the ABTA scheme.

"Chartercoach clients



Supreme fully bonded with ABTA scheme

can be sure of security for their holidays with Supreme. If any Chartercoach clients wish to rebook holidays with us, we are able to offer them a £10 per person loyalty bonus if their book-

ing is made before January 31, 1994 and they will all receive free gifts."

Chartercoach ran private hire and British and Continental tours. Its md is Derek Betts.

COACH AND BUS

Kinch drops coaching again



Coaching once Kinch's mainstay

LEICESTERSHIRE independent Gilbert Kinch has again relinquished his coach operation after a comeback last year — to concentrate on operating his enlarged bus fleet (*Coach and Bus Week*, January 15).

The company had originally planned to pull out of coach operation last summer, when its three-year team contracts expired, but restarted, after disposing of its whole coach fleet, at the request of two local sports clubs.

Both Volvo executive coaches have been sold to Collins Coaches of Shepshed which takes over the Leicester City and Leicester Tigers team contracts.

Mr Kinch said that, with over 40 buses in the Kinch Bus and Kinchline fleets, the company was now concentrating on bus operation which brought in a better return.

COACH AND BUS

Performance-related pay 'no'

JOB interest and satisfaction are more important than performance-related pay in motivating employees, according to an Institute of Manpower Studies report.

The IMS survey covered 1,000 employees of a building society, a local authority and a food retailer. It found that, far from motivating, performance-related pay tended to do the opposite.

There was no confidence

among those surveyed, whether trade union members or not, that performance-related pay rewarded fairly, not least because there was no confidence in those making the assessments and decisions.

The report concluded that there was a risk that performance-related pay might contribute towards a downward spiral of demotivation of the bulk of employ-

ees, and this drew into question the real costs and benefits of such a pay system.

COACH AND BUS

Thames Transit's customer report

TRANSIT Holdings subsidiary Thames Transit has published its first annual report for customers.

Distributed on buses and by mail as a handy-sized leaflet, the report outlines the activities of the company since it ran its first services in 1987.

During this time, it has:

- Created seven new city routes
- Improved coach links with London
- Extended late night and Sunday services
- Improved rural services
- Provided more Park and Ride buses
- Created over 300 new jobs
- Become the first UK bus operating company to have achieved BS5750.

Managing director Janet Blundred said: "With 15 million passengers using our services every year, we thought they would like to know what goes into providing these services. As well as giving customers background information, Thames Transit is inviting feedback. We need to know what passengers want so services can be added to or further improved."



BUS

M&D orders 10 Volvo Olympians

MAIDSTONE & District has ordered 10 Volvo Olympian deckers as part of its fleet replacement programme.

All ten buses will have low-height Northern Counties bodies to full DiPTAC specification with a capacity of 75 seated and 15

standee passengers. Chassis specification includes ZF 4HP500 automatic transmission and Cummins 10-litre engine. The vehicles will be based at M&D's Chatham depot and serve the Medway towns of Chatham, Gillingham and Rochester.

CBW

Hughes DAF



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1993 K DAF MB230LT, Van Hool Alizee H, 51R/Toilet
1993 K DAF SB3000 Auto, Van Hool Alizee H, 51R/Toilet
1993 K DAF SB3000 Auto, Van Hool Alizee H, 51R/Rear Toilet
1992 J DAF MB230LT, Van Hool Alizee H, 51R/Toilet
1992 J DAF MB230LB, Van Hool Alizee H, 51R/Toilet
1992 J DAF SB3000, Van Hool Alizee DH, 51R/Toilet
1992 J DAF SB3000 Auto, Van Hool Alizee H, 53R
1992 J DAF SB3000 Auto, Van Hool Alizee H, 51R/Toilet
1992 J DAF SB2700 Auto, Van Hool Alizee H, 51R/Toilet
1990 G DAF MB230LT, Van Hool Alizee H, 51R/Toilet
1990 G DAF SB3000, Van Hool Alizee DH, 51R/Toilet
1990 G DAF SB2305, Van Hool Alizee DH, 51R/Toilet
1990 G DAF MB230LT, Van Hool Alizee SH, 53R/Toilet
1990 G DAF SB3000, Van Hool Alizee SH, 49R/Toilet
1989 F DAF MB230LT, Plaxton 3500, 53R

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1989 F DAF MB230LB, Plaxton 3500, 51R/Toilet
1989 G DAF SB2305 DHTD, Plaxton 3200LD, 57
1989 F DAF SB2305 DHTD, Plaxton 3200LD, 57
1988 E DAF SB2300, Van Hool Alizee H, 51R/Toilet
1988 E DAF MB230LB, Van Hool Alizee H, 51R/Toilet
1988 E DAF MB230LT, Plaxton 3500, 53R/Toilet
1988 E DAF MB230LB, Plaxton 3500, 53R
1988 E DAF SB2305 DHTD, Duple 320SL, 57R
1987 E DAF SB2305, Van Hool Alizee H, 51R/Toilet

HIGH QUALITY USED COACHES

1989 G DAF MB230LB, Van Hool Alizee H, 51R/Toilet
1985 C DAF SB2300, Plaxton 3200, 53R
1983 Y DAF MB200, Plaxton 3500, 49R/Toilet
1987 E DAF MB230FL, Plaxton 3200, 52/Toilet
1987 E DAF MB230FL, Plaxton 3500, 55R
1987 D DAF SB2305, Plaxton 3500, 49R/Toilet
1986 C LEYLAND TIGER CARIBBEAN, 53 recliners
1986 E VOLVO B10M, Plaxton 3500, 49R/T
1987 D BOVA FUTURA, 49R/Toilet

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Coach and bus registrations up

THE coach and bus market finished 1993 in a considerably better state than 1992, with registrations overall nearly 12 per cent up, according to figures released by the Society of Motor Manufacturers and Traders. Bus registrations increased by just under 19 per cent, while coach registrations went up nearly two per cent.

Dennis led the bus market thanks to the continuing

By Richard Simpson

Vecta buses.

But Sandy Glennie, managing director of Volvo Bus, looked back on 1993 with the confidence of a market leader.

"The heavy coach and bus market, which totalled at 1,500 units, exceeded our expectations with 19 per cent growth.

"There were some distortions in the full-size coach

strong export business.

"We're now leading the highly-competitive single-deck bus market with a 39 per cent share for the B10B and B10M.

"In the midi sector, finally after all the false starts, the B6 came out in volume in June. We registered 88 vehicles up to the year end - all in the second half of the year - and the vehicle is now available from almost all body-builders.

"The market itself is through the worst, and interest rates are sensible. But 1,500 heavy vehicles sold represents only four per cent of the UK parc, and 25 years is not a realistic replacement life.

"We need newer buses on the road, and now is the time for operators to invest. Vehicle prices will increase ahead of inflation because of smaller volumes and higher unit costs although we are doing everything we can to contain them.

"But customers are generally in a better mood. The issue for them has stopped being survival and become expansion."

Optare's managing director Russell Richardson looked back on a year more eventful for him than most, having survived the collapse of his major chassis provider and rescued his own company from its former parent.

He said: "Nineteen ninety-three saw a significant increase in total volume from Optare, which was up 25 per cent. This was assisted in a small way by the first 20 Spectras for Turkey but also by a substantial result of over 50



Volvo's B10M consolidated its position as market-leading coach. Yorkshire Traction took two NatEx spec Plaxton Premiers

Vecta sales and nearly 30 additional Spectra deliveries. The company's production mixture has changed in favour of a lot more full-size buses.

"In 1994, the economy will govern the size of the bus market which will be at least as good as last year, if not slightly but not dramatically better.

"Optare's orders for the first half of 1994 are strong, with some orders already in place for 1995. Bova coach sales are on target to double to 50-plus this year, stimulated by the introduction of the new low-height model."

Dennis' new managing director, John Smith, said: "Nineteen ninety-three was

another exceptional year for Dennis and the order book is extremely buoyant as once again Dennis records leadership in the UK bus market.

"It is the story of targets set and achieved and one which we expect to repeat in 1994 as the Dart continues in its established role as the UK's favourite bus and with the Super Low Floor Lance poised for future success, following its January launch in London.

"Dennis is taking a keen interest in market development overseas - almost one third of our output is exported, which is double the level of two years ago."

CBW

Over 400 Dennis Darts were registered in 1993 including 10 for County Bus and Coach

success of its Dart (420 registrations) and the emerging Lance single deckers, while Volvo achieved overwhelming dominance with the B10M in the coach sector.

While Volvo increased its dominance of the coach market, Dennis also did very well, increasing its sales in this sector by almost 80 per cent.

Some newcomers were able to get off to a good start in the bus market. For instance, Mercedes-Benz put 23 of its 0405 Citybuses on the road in 1993, grabbing over three per cent of this ultra-competitive market. MAN added another eight registrations this month, bringing its total for the year to 80 - with 52 being Optare-bodied

market with Euro 1, roll-over and speed limiters, but the B10M now has 57 per cent of that sector - its highest penetration ever. We are very pleased with this as it shows we have converted former Leyland Tiger customers to B10M.

"The double-deck market is a sad one - but big replacement demand is building up. Volvo had 83 per cent of the market with Olympian and B10M. We're delighted for ourselves and for Alexander and Northern Counties, our bodybuilders.

"Our industrial problems are now behind us. We finally closed the Leyland Workington factory in the middle of the year after it was given a reprieve by



The MAN-chassied Optare Vecta made good progress in the British market during 1993. Five were delivered to Reading Transport

COACH AND BUS REGISTRATIONS

	December		Year to date			
	1993	1992	1993	1992	1993	1992
	No	No	No	%	No	%
Volvo	85	44	963	42	738	36
Dennis	58	27	620	27.1	635	30.9
DAF Bus	4	18	200	8.7	214	10.4
Optare	5	7	105	4.6	129	6.3
Scania	4	0	121	5.3	147	7.2
Others	10	6	283	12.3	189	9.2
TOTAL	166	102	2292	100	2052	100

COACH REGISTRATIONS

	December		Year to date			
	1993	1992	1993	1992	1993	1992
	No	No	No	%	No	%
Volvo	34	27	459	52.6	465	54.2
DAF Bus	0	1	83	9.5	82	9.6
Dennis	5	0	79	9	44	5.1
Scania	4	0	59	6.8	84	9.8
Others	1	6	193	22.1	183	21.3
TOTAL	44	34	873	100	858	100

BUS REGISTRATIONS

	December		Year to date			
	1993	1992	1993	1992	1993	1992
	No	No	No	%	No	%
Dennis	53	27	541	38.1	591	49.5
Volvo	51	17	504	35.5	273	22.9
DAF Bus	4	17	117	8.3	132	11
Optare	5	7	105	7.4	129	10.8
Scania	0	0	62	4.4	63	5.3
Others	9	0	90	6.3	6	0.5
TOTAL	122	68	1419	100	1194	100

The above table details all vehicles on designated PSV underframes registered last month in Great Britain, Northern Ireland, the Isle of Man and Channel Islands. Source: SMMT.

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Yes: with the right product you CAN get good prices...

ON re-reading what I wrote two weeks ago it looks rather like the New Year message to the bus industry. I make no apology for that and now pass some thoughts on to those in the coach industry who are intent on doing better in 1994.

Almost all coach operators believe they should be getting higher prices - and just as many believe that they cannot. This latter belief is often qualified geographically: eg "We can't get those sort of prices in this area". But no-one has yet revealed the place where realistic returns can be made.

The secret, somewhat paradoxically, is that it is nowhere and everywhere. For good returns are not the product of a location, but of marketing technique. They are attainable anywhere, if operators go about it correctly.

The way not to do it is by simply increasing prices for the same (possibly old, tired, and drab) product and service. As anyone who has tried it will testify, this will probably frighten customers away. It is, I believe, the knowledge that this is so that makes operators believe in the impossibility of obtaining better prices.

I hope that it is not actionable if I describe the pricing policy of the DIY store, B&Q, as near robbery. Despite their promise to refund the difference in price if goods can be purchased cheaper elsewhere, the fact is that almost anything on sale in B&Q can be purchased cheaper in local shops.

I recently bought an electrical item from a local appliance shop at a price 35 per cent below that shown for an identical item in the B&Q store less than a mile away. I recount this not to criticise a national DIY outlet, but to use them as a brilliant example of how prices can be hoisted miles above the local going rate.

So why do people flock to B&Q? The short answer is because they give customers what they want. This may mean different things to different people, but car parking space, a good product range and the ability to browse without assistants wanting to 'help' are perhaps three of the main factors.

The (actually meaningless) promise I mentioned earlier and the fact that the premises are clean and presentable, thus reinforcing a strong brand image, must also play a strong part in their ability to attract customers - customers who will almost certainly end up paying much more for their goods than they need to; customers who shop there because they feel comfortable, and are confident that their needs and wishes will be fulfilled.

It is this ethos that we need to transplant into coaching if we are to jack the prices sky-high. By actually asking them, operators need

to discover exactly what customers want - and then give it to them.

Opening times may be too restricted, staff may not be exhibiting the expected degree of professionalism, information they expect to be available may not be forthcoming, procedures adopted may not accord with customer needs, etc.

I only aim to throw general ideas at operators, but the matter of procedures does merit critical examination for I do believe that this is one of the more fruitful areas for operators to effect changes which will enhance profit-creating ability.

On the one hand, procedures may be too lax to give the customer confidence. In particular I refer to the fact many operators fail to give written quotations and fail to fully, and promptly, confirm coach hire details in writing. Hiring a coach is a mystery to many hirers, a matter about which they have little or no

acknowledgement is quite another matter.

Likewise - though this usually makes operators recoil in shock - it is my experience that many coach hirers object to paying deposits and the full hire price in advance.

Before writing the abandonment of pre-payment off as an impossibility, consider this: would you pay a deposit to book a table in a restaurant, and pay for the meal before you ate it?

Trusting customers (unless I have good reason not to) is a policy I have adopted for a great many years. Any small disasters have been offset many times over by the great gains. I prefer better prices, and more bookings at those prices; to fewer bookings at lower prices, even though pre-paid.

But, before leaving this topic, there is a point I should mention: if a customer actually wants to pay a deposit (or pay in full before the hire) the procedures should not cause this

to be refused. Because, for that particular customer, making the payment may be part of the 'feel good factor'.

It may be just that it strengthens their confidence that the booking is well and truly made, or it may simply be that they do not like being responsible for holding other peoples' money.

That small point actually encapsulates the whole point: price attainability peaks when the customer 'feel good factor' is also at its peak. So, as well as asking them what they want and expect, operators really must take a critical look at themselves, their vehicles, their premises and their staff. Not just an old critical look, but a critical look as through a customer's eyes.

Just imagine you are a customer, but with the knowledge you have about your fleet, its reliability, its reputation, its punctuality and its cleanliness. Then take a look at the office where they come to book. Is it clean, are posters and literature crisp and professional, are they greeted with a smile or a greasy overall? To get to this office, do they have to cross an oily yard littered with discarded components?

Having reviewed these things, ask yourself two questions: Firstly, if you were a customer, would you book with your firm? Secondly, having regard to these things, how would the attitude of mind of a customer thinking of dealing with you compare with a customer going to B&Q?

Personal honesty in approaching these questions will give many leads towards elevating prices, although some cost and effort is entailed. But good prices are there for the taking. They are not an accident of geography - they are created by those who really aspire to them.



Can you present an image as professional as this?

experience. They are looking for help and want to be confident that they have done it right.

A piece of paper works wonders in boosting their belief that everything will be OK on the day. Even experienced hirers live with the nightmare of a coach not turning up at the appointed place, time and day. If they have a copy of something they know that the operator is also working to, it does a lot to remove that nightmare image from their minds.

On the other hand, procedures can become barriers to bookings. A quotation that demands a signed acceptance of all the 'small print' of a hire contract to effect the booking may well put some people off.

Would you go into B&Q if, at the door, you had to sign a statement that you would not shoplift, be responsible for any breakages, that children entered at your risk, and that smoking was prohibited in the store? All of these things you might be prepared to accept as matters of fact but to actually sign an

Novel way to advertise

SITUATIONS vacant for bus drivers are most likely to be advertised in local newspapers.

However, Bedfordshire operator Buffalo Travel's managing director Tim Cecil came up with a novel means of getting more widespread publicity — with one of the national papers.

In a letter to *The Times* recently, Mr Cecil responded to a fellow correspon-

dent who referred to the glut of trainee solicitors. Observing good bus drivers are in demand, he invited applications from such people highlighting one of the rewards as being the invaluable down-to-earth experience.

Passengers disputing the validity of the fare charged by a Buffalo driver in future may find themselves embroiled in more than they bargained for.



Quick conversion for double decker

OVERHEARD outside a midlands bus company's manager's office after an unfortunate bridge-bashing incident...

"I can't understand it boss, I drove under there every day last week without

any problem at all."

"And what were you driving last week?"

"A Leyland Tiger."

"And what were you driving today?"

"A Leyland Olympian."

Ferry firm has not moved to Russia

HAVING read our ferry guide last week you may be wondering why Caledonian MacBrayne's head office was listed as being in Gorky, as opposed to Gourock.

Well, the reason is...a computer error.

When the article was put through our computer spell check and Gourock came up, Gorky was listed as an alterna-

tive word.

Unfortunately 'change' was selected instead of 'skip' and nobody spotted 'Gorky' had replaced 'Gourock'.

Ah, you may say, how can this be a computer error - computers don't make mistakes?

Well, how come ours didn't spot that the operator had pressed the wrong button?

The bare facts on facelift

THE £2 million facelift for Glasgow's Buchanan bus station will provide a range of new attractions for passengers and drivers alike, although we suspect that the unclothed young lady who features in the leaflet promoting the improve-

ments may not be among them.

The accompanying caption points out that 'the installation of glazed screens with integral heating will also provide some protection from the elements'. But not that much, surely?

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SCANIA

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FAX
0909 500165

DEAR SIR

The three-to-seat rule must be scrapped straight away

From Anon

SIR

I have read with interest reports in your publication regarding the fitting of seatbelts to coaches and buses and, like every other operator, am concerned about doing the right thing for the passengers carried.

It seems it cannot be proved yet

that the fitting of seatbelts would provide the greatest safety but there is one thing that could be done immediately to cut down risks of the number of passengers that could be hurt in a crash and that is ban the three-to-a-seat rule for children.

Many authorities put out tenders for 70 pupils to be carried on a 53 seater and 40 on a 29 seater.

They are not the only ones at fault -

schools, the leaders of organisations such as Brownie and Cub packs, swimming clubs etc, all expect children to sit three to a seat.

Obviously cramming children in like this cuts the cost but is it worth it in the long run? Unlike the seatbelt rule this could be implemented immediately.

Name and address supplied

GREAT BRITAIN



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EMAP Response
Publishing Ltd,
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Wentworth Street,
Peterborough, PE1 1DS,
or by fax: 0733 62656

The editor is always pleased to receive letters for publication in *Coach and Bus Week* and will, if requested, publish these anonymously. But please attach your name and address for our information.

G L Slack
Managing director
KV & GL Slack
Matlock
Derbys

Town has got it right for us

From G L Slack

SIR

"WELL DONE CHELTENHAM - SOMEONE WANTS US"

How refreshing to receive in the post an invitation from Cheltenham Tourism to coach operators to take their clients to that town. We are

actually told they value the business that we, as coach operators, bring to Cheltenham.

Perhaps more important is the fact they offer us free parking facilities, a clearly-defined set-down point, a concise map to guide us and an added incentive to drivers by way of refreshment.

They are, obviously, among the very few who wish to encourage

tourism to their area instead of trying to drive us away by imposing astronomical parking fees.

So come on the rest of you, let us see you follow suit and offer some incentive to bring people into your towns and cities.

We will bring you the trade if you will just encourage us to do so rather than drive us away with exorbitant parking fees.

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North Western reunion planned

From Steve Lord

SIR

Greater Manchester's Museum of Transport is organising a reunion of buses, and employees, from the old North Western company in May 1994, and is appealing for former employees to get in touch.

The 'old' North Western Road Car Company ran 600 buses in Manchester, Stockport, Urmston, Oldham, Altrincham, East Cheshire and the Peak District until 1972.

The red and cream livery still holds a place of affection in the hearts of those who remember the friendly local Nor' Wester' bus. The

weekend of May 21 and 22, 1994 will see a celebration bringing together old buses, photographs and other memorabilia.

The museum wants to hear from former employees of North Western so they can share their memories. We would really like to hear from ex-employees and hope many will be able to attend.

Anyone who comes that weekend who used to work for North Western will be given free entry to the museum. As we'll be running free rides by vintage North Western buses, perhaps they will enjoy a few trips down memory lane, as well as sharing memories with our visitors.

Also, if anyone has any memora-

bilia from North Western days in their attic which we could borrow for the weekend, we'll be glad to hear from them.

The event will also be attracting North Western buses which escaped the scrapman's torch, and work is accelerating on the museum's own 1946 Bristol single decker. With volunteers working around the clock, the bus will be restored from discovery as a hulk to showroom condition and will be making its first outing at the event.

By the way, North Western Road Car Company of Stockport has no connection with the North Western, formed in 1985, that currently runs bus services in a large part of Greater Manchester.

Steve Lord
Publicity officer
Greater
Manchester
Museum of
Transport
Boyle Street
Manchester
M8 8UL



Hostesses not first deckers

From Ian Breeden

SIR

Your correspondent Ron McCulloch (Coach and Bus Week, December 11) is quite correct in his assertion that Ribble was a pioneer in operating double-deck coaches but the "Gay Hostesses" were not the first such vehicles.

As early as 1948 Ribble introduced the first "White Ladies" with Burlingham bodywork on Leyland PD1/3 chassis offering an increase in seating capacity of nearly 60 per cent compared with conventional single-deck vehicles at that time.

I believe the original intention was to operate the Ribble allocation of "Gay Hostesses" on the X24/X25 "Westlinks" services from Liverpool to Cheltenham and Bristol but, after passenger complaints regarding their riding qualities on ordinary roads, they were transferred to Standerwick and Scout.

Ian Breeden
Colchester
Essex

profits?

ININGS

ant



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**The coach and bus industry has many senior managers who started at the most basic level. But nowadays even industry entrants need a high degree of training. Driving, for example, means much more than having a PCV licence as managements place increasing emphasis on 'customer care'.
Richard Simpson reports...**

NVQs a boon for driving jobs hunt

SELF-FUNDED candidates for the PCV driver's test enjoy considerably more success in securing subsequent employment than their LGV counterparts, according to Neil Wallace, a director of west London's Wallace School of Transport.

Mr Wallace says that the typical self-funded PCV trainee is in his or her mid thirties or older, and is looking for a career change. An intensive week-long course is sufficient in most cases to reach test stan-

dard, and successful candidates are encouraged to continue training to obtain NVQ qualification at levels one and two in customer care. Mr Wallace says: "In theory, in any case, a job applicant who can offer a potential employer NVQ levels one and two in addition to a PCV licence should win every time over someone who just holds a licence."

Wallace School of Transport is currently applying for NVQ accreditation with BCT, and is looking for an operator tie-up to enable it to offer the complete NVQ training.

NATIONAL Vocational Qualifications represent the next step after initial qualification as a driver. Although only introduced in 1990, already more than 3,500 candidates have been registered with the governing body Bus & Coach Training, and about 1,000 NVQs have been awarded. More than 100 companies are registered as training centres.

BCT says NVQs offer employers and employees standards which prove that a person can do a recognised job to a nationally

agreed standard, and their design allows for the assessment and accreditation of skills already learned without the need for comprehensive retraining. The NVQ for Bus and Coach Drivers comprises four units, three mandatory and one operational, chosen to fit the driver's current job.

The mandatory units are:

- Safeguarding the passenger and vehicle
- Driving the vehicle
- Providing for passengers

The operation units are:

- Operating local bus services
- Operating express services
- Operating school and works contracts
- Operating private-hire contracts
- Operating excursions and tours
- Operating extended tours with courier
- Operating local bus services, driver and conductor operated vehicles - driving
- Operating community transport

Drivers can build on their initial NVQ as their careers develop by adding extra operational units.

The NVQ for Bus and Coach Drivers is awarded by BCT for being able to do the job of a bus or coach driver competently.

This competence is measured by a trained assessor observing whether the candidate meets a number of carefully identified performance criteria during his or her driving duties.

Where such activities do not



Traini

occur during the assessment, the assessor will ask the driver to describe what he would have done in such situations. Drivers prepare for assessment by studying the standards in their record books which they receive from BCT when they register for the scheme.

BCT warns that companies which introduce NVQs must be aware that they are investing in an approach which will have wide implications for employees and their career expectations, as well as for the development of the organisation itself. An NVQ will be tangible evidence of an individual's ability to perform his work.

Some employers may fear that giving employees opportunities to enhance their performance will lead to a demand for additional rewards or to their departure for companies which recognise and reward such competence.

Companies must consider reward systems and career pathways at the same time as making plans to help employees to improve their performance.

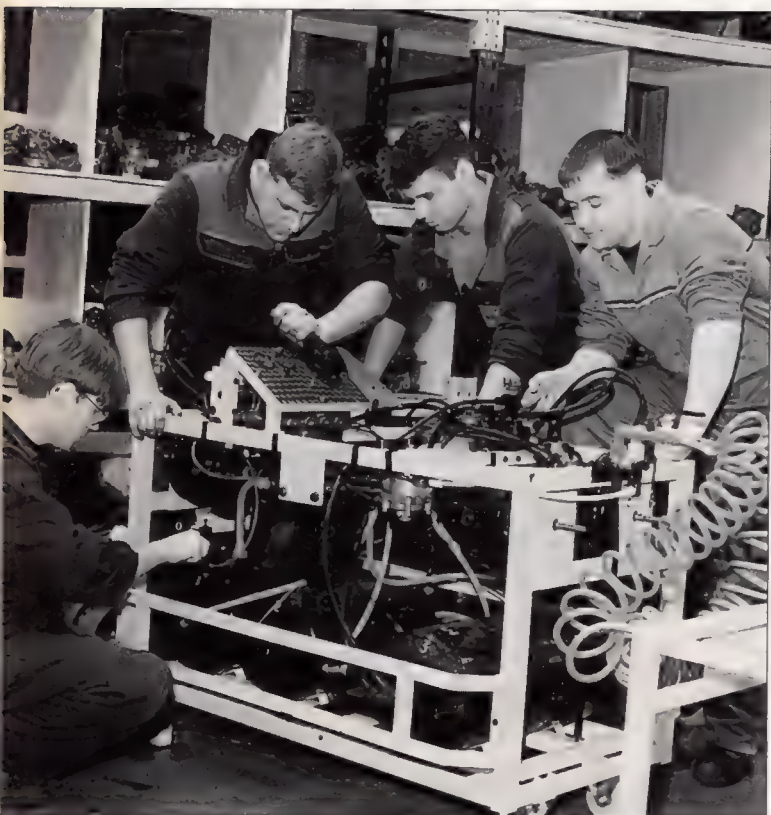
But the benefits for participating companies are:

- The proven direct link between individual and business performance
- The enhanced reputation for operators who are seen to offer drivers a nationally-accredited career path
- Improved recruitment and retention of competent drivers.

How to register

Individual drivers can only register through an Approved Centre.

To gain Approved Centre status, companies need to contact BCT at Gable House, 40 High Street, Rickmansworth, Herts WD3 1ER.



Students unravel mysteries of air braking



The road to management

THE first step on the road to management qualification for most people is gaining a Certificate of Professional Competence (CPC). Besides being a legal necessity for the nominated manager of any road transport business, a CPC shows the holder is able to demonstrate a basic minimum understanding of transport law and business practice.

Anyone who wishes to run their own business or get promotion to a management grade should regard getting a CPC as a must. The examination itself is controlled by the Royal Society of Arts, and various organisations can provide either residential or home study courses working towards the examination.

For domestic coach and bus operations, a CPC in parts A and C is required. For international operations a National and International CPC is required. A CPC, or alternatively, the correct grade of membership of the Chartered Institute of Transport, must be held

by a nominated individual if an organisation is to be granted an O-licence.

A word of warning, accepting the post of transport manager is no mere formality - although the position need not be held by the proprietor of the business, or the O-licence holder, or even a full-time employee of the company, the transport manager does have "continuous and effective responsibility for the management of the road passenger transport operations of the business."

The format of the examinations themselves is relatively simple, with the candidate answering multiple-choice questions. Training providers such as Frienderberry and Wrights say that they regularly achieve 100 per cent pass rates on their intensive residential courses which generally take around a week. Indeed, some virtually offer a guaranteed pass, with a free course if the student fails the exam first time around.

ng for the top

RUNNING in parallel with NVQ training for driving staff is a similar qualification for technicians.

While the traditional apprenticeship schemes provided generations of fitters and technicians with vast knowledge and experience, the revolution in the bus and coach industry which followed deregulation has left many operators experiencing a skills shortage.

Older vehicles need more attention than ever if they are to pass increasingly stringent annual tests, while the latest buses and coaches incorporate a degree of technical complexity unheard of just a few years ago.

These changes make NVQs, with their emphasis on continuous training for employees, a desirable option for fitters and technicians. BCT's Vehicle Engineering Competence Assessment Scheme (VECAS) is based on the City and Guilds 383 Servicing and Repair of Road Vehicles syllabus.

Tile Hill College of Coventry began PSV fitters block training courses ten years ago because of the limited number of apprenticeships available. Tile Hill offers trainees 32 weeks of practical and theoretical training in blocks of between four and eight weeks spread over two years.

These blocks are interspersed with work experience with the trainees' employer, during which time they are expected to continually improve their skills and competence.

Tile Hill expects trainees to reach NVQ up to Level 2 during the period, and a BTEC option is also available.

Additional courses are offered for PSV/HGV auto-electricians (34 weeks training over two years), and PSV/HGV bodybuilding (32 weeks training over two years).

A third year C&G 383 course for successful trainees leading towards VECAS Level 3

PSV mechanics NVQ is offered to successful students of the two-year course. The college warns that successful completion of this course will require commitment and ability from trainees.

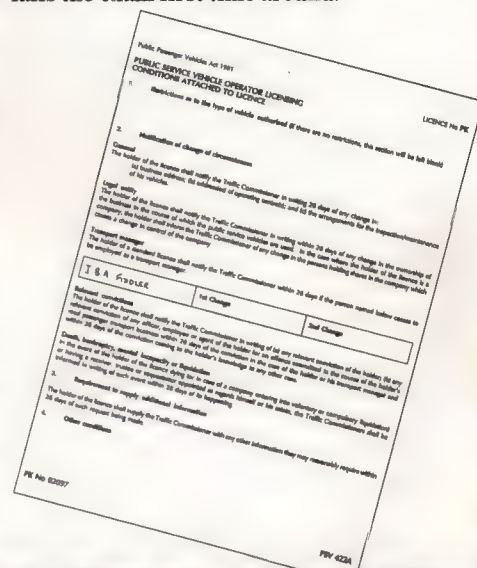
A more technical course, C&G 381, is also on offer. This has less practical work than C&G 381, and is of particular use to skilled staff who have not previously had the opportunity to acquire formal qualifications.

Level three courses are also being planned for vehicle electricians and body-builders.

Courses in specialist subjects, such as Voith transmission maintenance and diagnosis, servicing and diagnosis of Cummins L10 engines, and air brake systems can be delivered at the college or at an operator's premises.

All courses run by the college now enable delegates to gather evidence that will contribute towards an NVQ.

Geoff Pullin, head of PSV training at Tile Hill, reports a growing interest in this type of course: "The hands-on approach to training using bus and coach components, delivered by tutors with first-hand experience of maintaining PSVs, makes these courses a cost-effective way of improving maintenance performance."



Hands-on approach to bus repair



Airbus customers want more

Different expectations

THE days when driving a bus was 'just another job' are fading fast. Customers for specialist services, such as airport routes, tend to bring with them a very different set of expectations to those of an ordinary bus passenger. John Newcombe, a training consultant based at Gatwick Airport, numbers London United's Airbus among his clients.

Airbus general manager John Kateley says: "From John Newcombe's workshops we have all been made very aware of the importance of that first impression we give to overseas visitors when they arrive at an airport - the first impact can be how we look or how we

sound. The Airbus workshops are fully participative and enable all crews to find the best method of using the skills and knowledge acquired there when handling the customer.

"Our crews' skills extend to providing information for overseas visitors on hotels and London attractions - all part of the added value we are constantly striving to provide."

Other companies regard raising levels of driving skill as a priority. For example, Grey Green puts its staff through a defensive driving course with bus training specialists Skillplace, and each trainee is assessed on how well they have responded to the tuition.

Why so many PSVs still fail

ALTHOUGH operators spend vast amounts of time and money preparing vehicles for their annual Ministry test, the Vehicle Inspectorate says 40 per cent of PSVs still fail. The problem is frequently operators applying the wrong standards.

VI Training Services now offers highly participative inspection courses showing delegates how the tests are performed and the precise criteria for a pass or fail decision.

The three and five-day courses are highly practical, setting out the written reason for failure and showing practical examples of common vehicle faults. They are said to be

suitable for all those involved with the maintenance of vehicles and their preparation for the annual test from the chief engineer to the fitter. A list of clients including Luton & District, Southern Vectis, Newcastle Busways, Yorkshire Rider, Go-Ahead Northern, West Riding, Midland Red West, Lothian Region Transport, London Buses and Trent Buses have used VI Training Services.

Other courses offered by VI Training Services include a three-day Transport Seminar covering plating and testing, O licensing, Construction and Use, tachographs

Useful telephone numbers

BCT: 0923 896607

Friendberry: 0984 56310

John Newcombe: 0243 585616

Skillplace Training: 0639 899849

Tile Hill College: 0203 684200

University of North London: 071 753 5080

Vehicle Inspectorate Training Services: 0272 543285

Wallace School of Transport: 081 902 9498

Wrights Training Services: 0795 521054

and drivers' hours, weighing goods vehicles, abnormal loads, and new transport legislation; a one-day course on roadside checks and a one-day course on brake performance testing.

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Institute hones skills

MANAGERS and aspiring managers look to membership of the Chartered Institute of Transport as a means of furthering and formalising their skills. The University of North London has been offering transport professionals training leading to full corporate membership of the Institute since its examinations began 60 years ago.

Its Chartered Institute of Transport Part Time Qualifying Examination Course is aimed at people working in transport. The university says its unique, flexible programme is structured to enable students to accommodate work and other commitments.

To achieve associate membership of the CIT, students must gain passes in six papers, choosing three subjects from the core topics of management accounting and finance, corporate strategy and policy, human resources management, transport economics and transport policy and planning.

Bus company managers will normally also take a modal paper in road passenger transport management practice, and choose two optional papers from law of business and carriage, marketing in transport, statistical and computing techniques, transport and society and transport and tourism.

Corporate membership is achieved by passes in any five core papers, two transport management practice subjects and two optional subjects. Those who have already achieved associate membership require passes in two core papers and a transport management practice paper.

Entry requirements for the Corporate course are one of the following: A degree from a British university or CNAA, a diploma in management studies, an HND or HNC in Business Studies, student membership, associate or associate member of the Chartered Institute of Transport, two GCE A-levels with three GCSE/O-levels (grade C or better) which must include English Language and Mathematics, other equivalent qualifications approved by the CIT.

All applicants should normally be in full-time employment in transport or an associated field.

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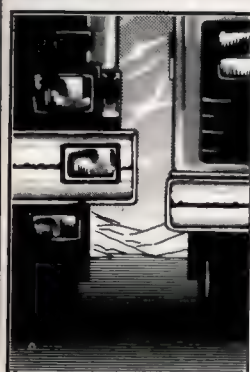
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Training for success for you ...

Pensions — a Good



In the aftermath of the Maxwell scandal, the Goode Committee set out its case for a review of the statutory framework governing occupational pension schemes. Ron Thom (left) tackles some of the questions operators will be asking

IF you have set up a pension scheme for your employees you probably have two main queries about the reforms recommended by the Pension Law Review Committee chaired by Professor Goode. First, will they add to costs? Second, will I lose all control over the scheme?

Definite answers to those questions will be some time in coming. The Government has told Parliament there will be a discussion period while it seeks views on the proposals. There will then have to be a new Pensions Act which is unlikely to come into force before 1996.

The Government has been non-committal as to which of the suggestions it will accept. However, with the committee having been set up in the wake of the Maxwell scandal, the pressure is on for it to introduce reforms and the recommendations are structured so

'The risk is that even employers with well-funded schemes may find they are having to make higher contributions to reach the 90 per cent or 100 per cent level'

that it would be difficult for the Government to "cherry pick" - by not introducing one change it could undermine the effectiveness of the others.

With one important exception, the changes are unlikely substantially to add to cost. The committee stated they "should add few if any financial burdens to a well-run and properly-funded scheme".

Some changes already reflect current best practice - the obligation for the scheme trustees to appoint a scheme actuary and auditor, for example. Others, like extension and simplification of the information given to members, are in areas schemes are already familiar with through the current regulations.

Even something like the suggested compensation fund is unlikely to have a major financial effect. The scope of the fund would

be limited - compensating just for losses through fraud or theft, not, for example, because of poor investment performance by a scheme.

It is intended that the cost would be spread over all funded schemes, included insured ones, in proportion to the value of their pension liabilities. Although imposed on the schemes themselves, it may ultimately be reflected in the employer's contributions but the committee has neatly suggested that it be a post-event levy payable only when the need for compensation arises.

There would be no question of, say, annual contributions that may never be called on. It has been suggested that, if a Maxwell type loss of £200 million was made, the levy would be about 0.05 per cent of a pension scheme's assets - not likely to break the bank.

The more difficult area is that of the proposed minimum solvency requirement. Each fund, the committee said, should be sufficiently well funded to meet certain specified liabilities and each year the trustees would have to lodge with the new Pensions Regulator a certificate prepared by the actuary confirming this has been complied with.

The aim is for it to be 100 per cent solvent. If it falls below a 90 per cent base level, the company would have to inject funds within three months. Between 90 per cent and 100 per cent solvency there would have to be a business plan for the restoration to 100 per cent within three years.

The time limit for the cash injection seems unreasonably strict and the Pensions Act would need to allow for normal, self-correcting market fluctuations. The main problem is the calculation of the statutory liabilities.

The committee has said that, for active and deferred members, it should be the sum of their "cash equivalents" - the amount a member is entitled in law to have transferred to another pension or personal pension scheme if he were to leave service. For pensioners it is the cost of immediate annuities.

The risk is that even employers with well-

funded schemes may find they are having to make higher contributions to reach the 90 per

cent or 100 per cent level. The crux of the problem is that the cost of buying annuities is high because it is linked to the return on gilts, which is currently low.

This conflicts with the normal scheme funding arrangements which are based on the (traditionally higher) returns from equities. A scheme with a large proportion of pensioners may, therefore, find that the notional cost of buying annuities drives them below the solvency limit even though it may have more than sufficient funds actually to

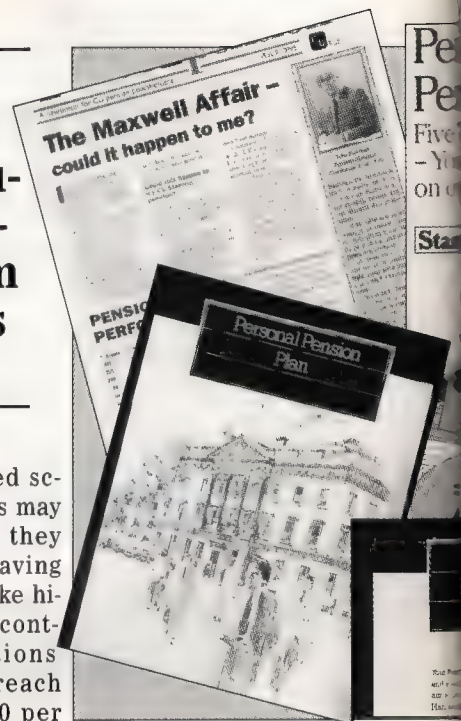
'The committee has quite properly recommended reforms where necessary to protect the scheme assets and members' accrued benefits and this cannot be complained about'

pay the pensions.

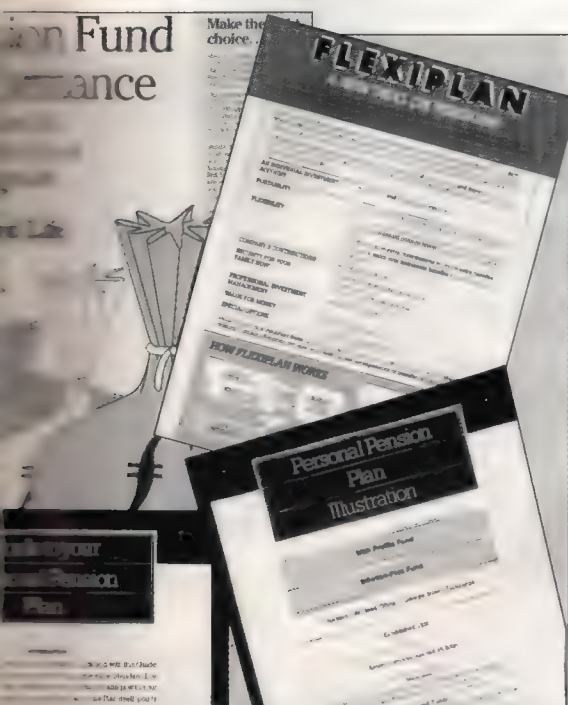
Even with active members and early leavers, much depends on whether the actuary calculates cash equivalents on the basis of equities or gilts. If the latter, their notional cost for the purposes of the statutory standard could be much higher than is necessary.

Will the employer lose all control over the scheme? Companies have traditionally retained some powers over a pension scheme - such as powers of amendment and termination - which gives it control over costs.

The committee has quite properly recommended reforms where necessary to protect the scheme assets and members' accrued benefits and this cannot be complained about. However, it was happy for a wide degree of discretion to be left with the employer.



e case for a change



Assuming the scheme rules permit, it could still make rule amendments changing future benefits. It can continue to have power to wind-up a scheme. Where there is a

surplus, it can continue to take contributions holidays.

The major change is in the field of member trustees. Most schemes give the power to appoint and remove trustees to the employer. Goode says that, unless the scheme has 50 active members and pensioners or fewer, the active members (note, not pensioners or early leavers) should be entitled to appoint from among themselves some of the trustees.

If it is an earnings-related scheme they can appoint up to one-third of the trustees with a minimum of two. If it is a money purchase scheme, they have a majority - two thirds. In either case it will be open to the employer to appoint the remainder.

The interest of the employer would still seem to be protected. If earnings-related, it could still appoint the majority of trustees and many schemes already encourage member representation either as trustees or on advisory committees.

With money purchase schemes, there would need to be some restriction on the employer's contributions being increased without its involvement.

Members do not have to appoint their

trustees but no doubt their trade unions would encourage them to do so and one of the member trustees can be in "independent", such as a trade union representative.

The committee sets out to achieve a balance between the interests of employers and members and on the whole it has achieved this. The cost of running a scheme would not appear to risk being substantially increased

'The committee sets out to achieve a balance between the interests of employers and members and on the whole it has achieved this'

if the reforms were introduced.

The weak spot is the suggested minimum solvency requirement and during the discussion period pressure will no doubt be put on the Government to ensure it is structured so extra funding is needed only where the security of members is genuinely at risk.

● Ron Thom is pensions specialist with City law firm Allison & Humphreys, where he acts for pension schemes in various industries, including the bus industry.

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New horizons..

CHRISTMAS and New Year festivities are fast becoming distant memories, so it is time for coach operators to see what's new in 1994.

Whether it is organising trips at home or abroad, coach businesses will be hoping to benefit from any upturn in the economy.

Here is a selection of ideas which should prove popular with groups nationwide.

Of course, the biggest change to travel this year will be the Channel Tunnel. The price structure for car users was announced last week and the first passengers will board Le Shuttle on May 7.

Coaches will not be using the service until the beginning of September at the earliest, so any discussion on how the cross-Channel trade will be transformed is premature until prices are announced and the service

A new year, a new season...it's time for coach operators to promote new tours and excursions. WILLIAM GOLDEN offers some ideas both at home and abroad

has been up and running for several months.

Suffice it to say that the company running the Channel Tunnel is extremely bullish about its service and believes it is on a winner. We shall see.

Competitive pricing by the ferry companies means there are many tour opportunities in Europe this season.

The wholesale specialist Albacross Tours, for example, offers six-day tours of the Rioja region of northern Spain for £135.75 per person sharing a twin room. This is for travel between April 1 and October 31, except in the high season from June 26 and September 4, when the price rises to £159.75.

This includes half-board accommodation, wine tastings and return sailing on P&O's *Pride of Bilbao* from Portsmouth to Bilbao.

In France, holidays in the elegant resort of Dinard in Brittany start at 245 FF (approximately £30) a night half-board in a three-star hotel close to the town centre.

For details of these and other holidays in the Austrian Tyrol, Switzerland, the Dutch bulb fields, Italy and Germany, contact Albacross Tours Ltd at 88 King Street, Maidstone, Kent ME14 1BH or call the reservations and inquiries line on 0622 662615.

Another wholesale specialist, Greatdays of Altrincham, Cheshire, is cashing in on the relaxations in Eastern Europe by offering trips to Poland, Russia and the Baltic states of Latvia, Lithuania and Estonia.

Greatdays also has a new Irish brochure with prices starting from just £43 for two nights, including ferry crossing.

A range of tour suggestions is on offer, such as the *Magic of Ireland*.

A suggested programme

board in a superior class hotel start from £225 including return ferries.

For more details about its full range of holidays and reservations, contact Greatdays on 061 928 9966 (fax 061 928 8226).

If you fancy organising a trip north for a change, Norman Allen Group Travel has holidays in Sweden, Denmark and Norway. A five-day Swedish mini-break costs £155.70 per person, including two nights on the ferry from Harwich to Gothenberg.

A similar cruise to Denmark, crossing from Harwich to Esbjerg in the west of the country costs

would be an overnight stop in Bray, a morning tour of Dublin, two nights in Limerick, a day tour of Connemara, two nights in Kilarney or Cork, a day tour of the Ring of Kerry and finishing with a night in Waterford.

Prices for six nights half-

Going on a Cook's tour

THE north-east of England is full of reminders of our sea-faring past - none more so than the Captain Cook Birthplace Museum in Middlesbrough. This award-winning museum is next to the cottage where the explorer was born in 1728 and it should prove a popular choice for groups, particularly parties of schoolchildren.

The exhibition covers Cook's early life, his naval career, voyages of discovery and the cultures and natural history of the countries he visited. Pictured right is a fifth-scale replica of his ship *Endeavour*, which hangs in the Cleveland Shopping Centre in Middlesbrough. A full-scale replica is under construction at the Castlegate Quay in Stockton-on-Tees.

For group rates and more details, contact the Captain Cook Birthplace Museum at Stewart Park, Marton, Middlesbrough, tel 0642 311 211.



Valley high

MAJOR road improvements including the opening of the A55 expressway and the Conway Tunnel make getting to North Wales easier this year.

The region's attractions include splendid castles, the Ffestiniog railway, a zoo and beautiful countryside. Accommodation could be in comfortable hotels such as the George IV (above) in Cricketh. Group rates start at £13 a night for bed and breakfast. Tourist board officials can arrange individual itineraries free of charge.

Contact Christine Simpson, marketing executive - Group Travel, The Best of North Wales, 77 Conwy Road, Colwyn Bay, Clwyd LL29 7LN, tel 0492 530551, fax 0492 530059.

Swan around Flanders

FORGET all the jokes about boring Belgium! Our near neighbour has much to offer group tour organisers.

One destination within easy reach of the ports of Ostend and Zeebrugge is Ghent, a city rich in history and culture.

Ghent has many waterways which run through the inner city to the old port at Graslei.

Its main attractions include St Bavo's Cathedral, museums and art galleries, one of which houses The Mystic Lamb, a magical painting by Flemish artist Van Eyck.

This year's Ghent Festival runs from July 16 to 25 when there will be street theatre, concerts and free open-air performances by leading singers.

If all that culture makes your group hungry, they may choose from more than 350 restaurants in

the city, ranging from gourmet establishment to self-service. La Petite Provence, for example, in Donkersteeg 4 has coach parking 20 metres away and a special group menu for parties of 20 or more, with one person eating free.

Accommodation ranges from de luxe hotels to family-run guest houses.

Ghent is ideally situated for seeing more of Belgium. Bruges is 27 miles to the west, Brussels is 30 miles to the south-east, and Antwerp the same distance to the north-east. Travelling is made easy by Belgium's impressive motorway system.

☎ For more details about group trips, contact the Belgian Tourist Office at Premier House, 2 Gayton Road, Harrow, Middlesex HA1 2XU, tel 081 861 3300 or fax 081 427 6760.



Water colours: the Quai aux Herbes at Graslei in Ghent

Some new horizons

£162.60 per person. Four-day cruises to Norway start at £178.60 per person, staying in a stylish hotel overlooking the fjords.

Closer to home, Cornwall remains a firm favourite for families. For a free county guide, contact the Cornwall Tourist Board (Dept WCTB) 59 Lemon Street, Truro, Cornwall, tel 0872 41313 (24 hours).

These are just a few holiday ideas for 1994. Hopefully the long-heralded economic recovery will continue and result in a boom year for coach travel.

Where to talk to the animals

OPERATORS should keep Whipsnade on their list of excursion ideas this year. The Bedfordshire animal park was hit by a potentially devastating fire last year, but park officials pledge that they will have everything up and running again "very soon this year" - and they say the fire has not affected a day's enjoyment at Whipsnade.

As well as animals both exotic and domestic, Whipsnade has an award-winning children's farm, a play centre and a railway line. Special attractions this year include a giant Easter Egg Hunt on April 1-4; Charrington's Steam Weekend on the May Bank Holiday, April 30 and May 1; a Fun Weekend on May 28 and 29; and a Summer Fayre and Medieval Week-

end on July 2 and 3.

General admission prices for groups of 20 or more this year will be £5.60 for adults, £4.95 for pensioners, students and the disabled, and £4.50 for children from three to 15 (no charge for under threes).

Free group tours are available at weekends and during school holidays, but they must be pre-booked.

Whipsnade is on the Dunstable Downs, about six miles from Junction 9 of the M1.

☎ For more details and a copy of the 1994 Travel Trade Pack, contact the Group Bookings Department at Whipsnade Wild Animal Park, Dunstable, Bedfordshire LU6 2LF. tel 0582 872171.

Next week: Take the High Road to Scotland

Seaside shuffle

LAST summer may have been lousy and the rain never seems to stop falling, but that has not stopped the authorities in Great Yarmouth from presenting an exciting programme for 1994.

The East Coast resort is a firm family favourite and it has accommodation to suit all pockets.

Independent coach operators can use the ideally-placed Beach Coach Station. This has modern passenger facilities and is situ-

ated between Nelson North Road North and Wellesley Road, with the entrance in Sandown Road. It is ideally situated just off the seafront and close to the main hotel district.

Pre-booking is not necessary as the park is big enough to cope with most demands. Charges for this year have yet to be finalised but, as a guide, 1993 tariffs were £22 a week or £8 a day.

And remember! On-street coach parking is banned in the town centre during high season.

Docks away for a new experience

TOURIST chiefs on the Barrow Peninsula in the north-west are unveiling some exciting new venues this season - and the good news for operators is that parking and admission to two of them is free.

The big attraction is the museum in Barrow-in-Furness, the first phase of which opens on April 29. This will trace the rise of ship-building in the area and its unusual feature will be its siting in an old graving dock.

The dock will be the ground floor, the rest of the museum will be suspended above it. Both admission and coach parking will be free and there will be free meals for drivers.

Also opening on the same day will be a wildlife park at Dalton, which is three miles from Barrow.

More than 100 species will be on show. The admission price has yet to be fixed but it should be around £1.50. Coach parking will be free.

Another new attraction is Heron Glass in Ulverston, where groups will see demonstrations of glass-blowing. Again admission and parking will be free.

If you want to combine these venues with visits to more traditional attractions, the Furness and Cartmel tourism office will be happy to put together an itinerary, including arranging hotel accommodation.

This service is free, as is a copy of the region's travel service information pack.

☎ For more details call Claire Logan at the tourism office on 0229 580742.

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Coach Tourism Council news update Coach Tourism Council news update

What the CTC means to you the operator

THIS is the first in a new series of columns keeping you up to date with the Coach Tourism Council and what it is doing for its coach operator members.

Many of you know what the CTC is - but for those who don't, it is the industry group with the job of publicising tourism by coach to the outside world.

That's all very well you may say but what's that got to do with me and how is it going to help my business?

Well, to bring coach travel into the news, the CTC has to talk about individual operators and their holidays - bringing regional operators into national newspapers and magazines.

In fact, just since the New Year, Bebb, David Palmer, Shaws of Maxey and Woods Travel have all been mentioned in women's magazines like *My Weekly* and *Take a Break*, generating lots of tele-

phone calls and bookings.

So what else is the CTC doing for its members at the moment? Next month will see the CTC's first appearance at a consumer exhibition - BBC Holidays Live '94 in London, a major national public travel show.

As the main coaching feature at the exhibition, the CTC will have an area covering 310 square metres. Two full-sized coaches will be on show so that visitors can see first hand how comfortable and well equipped modern coaches are, and the rest of the space is being taken by CTC member operators.

If you are not already a member of the Coach Tourism Council and would like to know more about it, contact Derrick Alsop, Secretary of the CTC, on 0602 732260. Watch this space next month for an update of what's going on at CTC.



Pontins joins CTC

HOLIDAY Club Pontins has signed up to join the Coach Tourism Council after many years of close working with the industry.

Pontins group sales and tour manager Harold Burke said: "Traditionally our holiday centres have been considered good locations by coach operators, who provide a steady source of business. However, we are now giving something back to the industry by spending over £400,000 a year hiring coaches and we feel that, by joining the CTC, we can get even closer to operators we already work with on a regular basis as well as those we don't yet know."

Other companies to join the CTC at the end of last year include Andrews of Tideswell, Biss Brothers Coaches and Edward Thomas and Sons.

Vote now for best attraction

THIS is your chance to nominate the attraction, destination or tourist board which has, in your opinion, done the most for coach tourism in the past year. It can be anywhere in the UK or Europe but the important thing is that you feel that your nominated attraction, destination or whole tourist board really pulls out the stops to help coach operators.

Before deciding who to vote for take into account all the things that make your life easier when you are putting together a tour or taking a group on a trip. Tick the relevant boxes on the coupon.

Send in your nomination - the address is on the coupon.

Make sure you send in your nomination form to arrive no later than **Monday February 21, 1994.**

ALL THOSE SENDING IN A NOMINATION FORM WILL BE ENTERED INTO A PRIZE DRAW WITH THE CHANCE TO WIN A BOTTLE OF WHISKY

The Results

The top three nominations will be announced in *Coach and Bus Week* at the beginning of March and the final award will be presented at this year's Coach Tourism Council charity ball, which is being held in The Chamberlain Hotel in Birmingham on April 13, 1994.

The Award

The winner will be presented with an engraved crystal bowl plus a certificate and will be awarded a year's free membership of The Coach Tourism Council.



Make your choice - fill in the form and you could win a bottle of whisky!

COACH TOURISM COUNCIL - THE BEST DESTINATION OR ATTRACTION 1994

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I AM NOT A MEMBER OF THE COACH TOURISM COUNCIL, BUT WOULD LIKE TO RECEIVE INFORMATION ABOUT IT ☐ (Please tick box)

Please post to: Coach Tourism Council Award, Nash House, 28 Church Road, Tunbridge Wells, Kent TN1 1JP.

••• News, views, venues and discounts for the coach tour operator •••

British Travel Trade Fair is a 'must' for operators

Now in its third year as an all-British event, the British Travel Trade Fair has a reputation for unlocking tourism opportunities for coach operators. The 1994 show is on April 13 and 14

ALMOST 500 coach operators visited last year's British Travel Trade Fair. Those 500 contracted millions of pounds worth of business with the attractions, hotels and destinations from every corner of the UK which were exhibiting at the show. Good news in a recession, yes, but what about the rest?

The home market is vast and growing. Britons spend almost £10.5 billion on visits which include accommodation and £5.2 billion on leisure day trips. The potential for coach operators, from the market leaders to small family businesses, is also vast.

Organised coach tourism in the UK was worth £390 million at the beginning of the decade. At that time 2.3 million coach trips were being taken throughout the UK. That is big business by any standards.

An event like the British Travel Trade Fair, held annually each spring at the NEC, which focuses so strongly on tourism and the coaching industry, is the ideal occasion for operators who have been waiting for the break in the clouds of recession to make the move into the tourism sector.

Few would argue that the BTTF delivers its promise to exhibitors and buyers. Backed by the four UK tourist boards and BTA the event and its exhibitors have been carefully nurtured to provide the mix of products that really do represent, as the organisers claim, the whole of Britain under one roof.

The show stands up well to scrutiny. Now in its third year as an all-British event, its roots are in the ETB's successful MOOT exhibi-



tion and WTB's TravelPact Wales.

Its commitment to the coaching sector has been underscored through the valued sponsorship of EMAP Response, publishers of *Coach and Bus Week*, over some seven years.

That the show fulfils its commitment to provide a business forum for both sides of the

group travel industry is borne out by research following last year's show. In it, 97 per cent of the buyers interviewed said their time at the show had been usefully spent.

Its reputation as a launchpad for new products was also supported and 83 per cent of buyers said that they planned to use new products discovered there.

The 1994 British Travel Trade Fair will take place in Hall 11, one of the NEC's spacious new exhibition halls, on April 13 and 14. On show will be some 400 different exhibitors, drawn from all corners of the UK, representing almost 1,000 different holiday products.

Regular BTTF visitors can expect to see the usual unparalleled spread of hotels, attractions, towns, cities, resorts and holiday areas as well as some 50 new exhibitors, some new to BTTF and others which are being launched on to the market. Indeed one of the show's greatest strengths is the opportunity it offers its buyers to do business with the old and the new.

Most of the large coach operators are BTTF regulars but size is not a prerequisite for attendance and the smallest family-run business can also expect to find hundreds of ideas for day trips, however small the programme, as well as for tours further from home.

The exhibition runs over two days and provides the core for a programme of seminars, workshops and social activities. Predictably, the first day is particularly busy while the second day can be taken at a more relaxed pace.

In 1994 there is a drive to attract coach operators to attend on the second day of the show, April 14, and a 'Grand Prize Draw', with a valuable collection of prizes, chosen with the coach operator in mind, is being run in association with *Coach and Bus Week*. Full details on the prizes and how to enter will be announced next month.

The *Coach and Bus Week* awards have become an important part of the BTTF agenda.

This year again, as part of the ongoing drive to encourage exhibitors to be ever more professional in their approach to the show, *Coach and Bus Week* will be sponsoring its awards, which will be presented on the Thursday morning.

Show information

The British Travel Trade Fair '94 is organised by the English Tourist Board and supported by the four UK national tourist boards and the British Tourist Authority. Sponsored by *Coach and Bus Week*, it will take place in Hall 11 at the National Exhibition Centre, Birmingham on April 13 and 14.

All coach operators are welcome to attend the show.

For further information and details on how to pre-register please contact the British Travel Trade Fair 94 Office, The English Tourist Board, Thames Tower, Black's Road, London W6 9EL.

Telephone: 081 846 9000.



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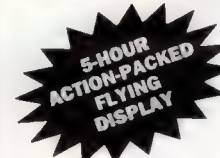
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Miserable? Not us says Palace

LONDON celebrated a French success last week when 19th-Century novelist Victor Hugo's **Les Miserables**, produced by Cameron Mackintosh, became the longest-running musical to be staged at the Palace Theatre, and the third longest to play in the capital after **Cats** and **Starlight Express**.

Ruthie Henshall - now starring in the smash hit **Crazy for You** - and **Sunset Boulevard** actress Patti Lupone were among former cast members who joined in the celebrations to applaud the record-breaking 3,359th performance.

Coming in 1995, the musical **Martin Guerre**, which will be produced by Cameron Mackintosh. **Martin Guerre** is based on the two hugely successful films of recent years - **The Return of Martin Guerre** with Gerard Depardieu and **Sommersby**, which starred Richard Gere and Jodie Foster.

Three musicals destined for success this year are **Fiddler on the Roof**, which opens at the London Palladium on June 28, starring Topol; Cameron Mackintosh's **Oliver**, which opens at the Palladium in November, with the



brilliant Jonathan Pryce as Fagin; and Barry Manilow's **Copacabana**, which is at the Prince of Wales Theatre from June 28 with Gary Willmot.

Also planned is the long awaited musical **Mack and Mabel**, based on the loves and lives of Hollywood's Mack Bennett, of the Keystone Cops fame, and actress Mabel Norman. Music from the original American production was used by skaters Torvill and Dean in one of their gold medal winning routines. Robert Lindsay is keen for the male lead.

Brad from Neighbours is tipped to play Danny in the smash hit musical **Grease** when Craig McLaglan leaves in the spring. And finally, watch out for the first ever stage production of **Mary Poppins**, hopefully starring British Oscar winner, Emma Thompson.

WHAT'S ON IN THE WEST END

Adelphi	Sunset Boulevard	Musical
Aldwych	An Inspector Calls	Play
Ambassadors	April in Paris	Comedy
Apollo Victoria	Starlight Express	Musical
Cambridge	Hot Stuff	Musical
Comedy	September Tide	Play
Dominion	Grease	Musical
Drury Lane	Miss Saigon	Musical
Duchess	Don't Dress for Dinner	Comedy
Duke of Yorks	Oleanna	Play
Fortune	The Women in Black	Play
Globe	An Absolute Turkey	Comedy
Her Majestys	Phantom of the Opera	Musical
Lyric	Five Guys	Musical
New London	Cats	Musical
Palace	Les Miserables	Musical
Phoenix	Blood Brothers	Musical
Piccadilly	Piaf	Play
Prince Edward	Crazy for You	Musical
Queens	She Stoops to Conquer	Play
Savoy	Relative Values	Play
Shaftesbury	Carousel	Musical
St. Martins	The Mousetrap	Play
Strand	Me and Mamie O'Rourke	Comedy
Vaudeville	Kit and the Widow	Musical Revue
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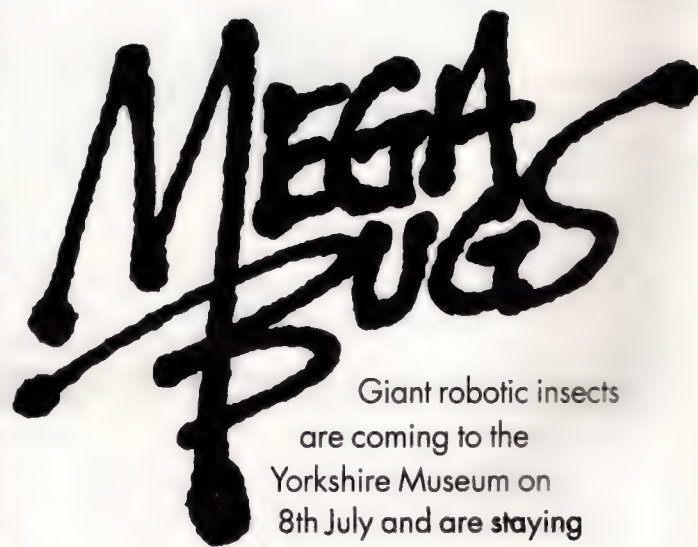
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• • • News, views, venues and discounts for the coach tour operator • • •

Tunnel prices are imminent

LE SHUTTLE coach prices are to be revealed in the next two weeks, although coaches will not be carried through the Channel Tunnel until September, due to lack of capacity (Coach and Bus Week January 15).

Each shuttle will eventually be able to take 12 coaches and it is hoped that four trains per hour will be running, provided demand is high.

In a press conference given to mark the opening of the tunnel, Eurotunnel's commercial director Christopher Garnett said the company was still expecting record numbers to be using the crossing and tickets will be on sale through 6,400 ABTA-approved travel agencies, here and abroad.

However, reservations are not being guaranteed by Eurotunnel, which is adding to uncertainty among operators

that they may confront delays.

Operators are still unclear about the status of breaks for drivers who are being told by Eurotunnel to remain in their vehicles for the duration of the journey.

Mr Garnett told the conference that they wished coach drivers to stay on the vehicle for the trip for reasons of safety.

This contrasts to freight transport drivers who will be free to leave their vehicles and are being tempted with free meals.

Although the law states that a driver is only driving when at the controls for the purpose of controlling the vehicle's movement (Marksman, *Coach and Bus Week* December 11), the Department of Transport is expected to clarify the legal interpretation in the next few weeks, in the context of the Tunnel.

Le Shuttle: First coaches in September

A bumper year for UK

A RECORD £7.8 billion was spent in the UK by overseas visitors in the first 10 months of last year, according to the latest Government figures.

The International Passenger Survey Revealed a 15 per cent increase on the previous year's figures and a four per cent increase in visitors to 16.5 million.

British Tourist Authority's chief executive Anthony Sell said: "Overall, these figures are very encouraging and the UK looks set to have welcomed a record number of overseas visitors in 1993. By increasing targeted marketing effort with industry partners, we look forward to maintaining this momentum in 1994 and building on recent successes."

The survey also revealed that visitors from Western Europe registered the largest increase of six per cent.

October was a record month, with record spending in the UK by overseas visitors increasing by 25 per cent to £820 million and visits increasing by eight per cent to 1.6 million.

Excursions '94 was largest ever

OVER 200 exhibitors attended Excursions 94 at Wembley Conference Centre, organised by jointly by the Southern, London South East and East Anglian tourist boards.

The show, now in its eighteenth year, was the largest ever and was well attended, despite a last-minute change in conference hall owing to a leaky roof.

First-time exhibitors included Portsmouth's Naval Museums, the Whitbread Hop Farm in Kent and the Tolly Cobbold Brewery in Ipswich.

The largest events of interest to operators this year are the Tour de France and the 50th anniversary of D-Day.

The Tour de France, the biggest event of its kind in the world, will be coming to Britain for the first time in recent years. It will take in a 128-mile cross-country route from Dover to Brighton.

Many regions with D-Day connections are using the event to promote its area, such as Bedfordshire, which is laying on a series of Glenn Miller retrospectives.

The Royal Air Force, Army

and Imperial War Museum were present to highlight their D-Day agendas.

The high-profile event of the day for operators was the launch of Thorpe Park's Pricebusters.

Speaking at Wembley, Thorpe Park director Colin Dawson said: "Coaches are a very important part of our business and the companies represented here are among our most important customers."

"We feel it is crucial that we continue to maintain a close understanding of each other's businesses in order that we may all grow the number of visitors wishing to visit Thorpe Park by coach."

It first launched Pricebuster discounts in 1992 to increase the amount of group business to 25 per cent.

It claims it is has been an overwhelming success and is now offering group rates at lower prices than in 1991.



Thorpe Park: 'Coaches are very important part of our business'

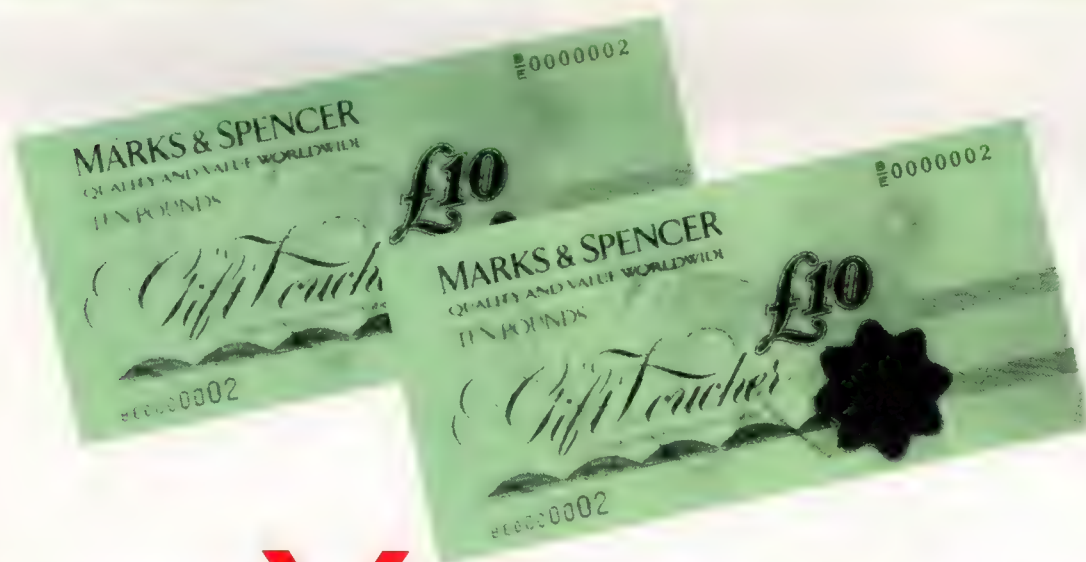
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Thandi gets licence for one year only

**YOUR WEEKLY
REPORT ON
LAW AND THE COACH
AND BUS
OPERATOR
BY MICHAEL JEWELL**

THE licence held by Mibbo Singh Thandi's Transol Ltd has been renewed for one year only by West Midland deputy traffic commissioner Gerrard Sullivan. In doing so, Mr Sullivan told Mr Thandi: "You are very fortunate indeed to still have a licence."

Transol, of 14A Holyhead Road, Behind Kwik-Fit Garage, Handsworth, Birmingham, had sought renewal in respect of 18 single deckers and two double deckers.

However, the deputy commis-

Mr Sullivan said he had been informed that timekeeping for attending tests had been very disruptive in that vehicles had not appeared at the time appointed

sioner had adjourned consideration while every one of the company's vehicles went through a fresh MoT test (*Coach and Bus Week*, December 18).

Earlier this year the authorisation on the licence was cut from 30 to 10 vehicles by traffic commissioner John Mervyn Pugh. He indicated that, if there were any further prohibition notices constituting a danger to the public and indicating neglect, the licence would be revoked and Mr Thandi would be banned from being an operator for a considerable time. (*Coach and Bus Week*, May 8 and June 26).

When the hearing for the re-

newal application was continued, Andrew Fisher, for the company, said 13 vehicles had been submitted and had passed, although a number had required retests for relatively minor matters.

Mr Sullivan said he had been informed that the timekeeping for attending the tests had been very disruptive in that vehicles had not been appearing at the time appointed.

Mr Fisher said it was very difficult when taking buses out of service, cleaning them, and presenting them for test. There had also been minor problems due to illness, but it had mainly been a problem of operating. All 13 vehicles had been submitted within eight to nine days, which was a very tight timetable when the company was running services and getting vehicles cleaned and presented.

Mr Sullivan said that, in view of Mr Thandi's record, it did not seem to show an organised approach to management but Mr Fisher said it was not so much a question of organisation but the realities of operation.

Questioned by the deputy commissioner, Noel Henry, Transol's chief engineer, said there had been some improvement in the control of the management of the maintenance, but not a lot. He thought it would take 12 months to get the situation right. Mr Thandi had just started to get the message now.

Mr Henry said he had complete control of the maintenance of the vehicles. He had had no difficulty with Mr Thandi over the control or cost of maintenance.

There were no cost constraints upon him at all. He did not intend to stay with Mr Thandi.

If Mr Thandi retained his licence he would move to another company, as he would have done his job. He might retain a consultative role. The procedures were now in place and it was for Mr Thandi to follow them now.

In reply to Mr Sullivan, Mr Henry said he was only a Transol employee on a temporary basis. That meant six to seven or 12 months, it all depended. He denied he was appearing just to help Mr Thandi retain his licence.

In reply to Mr Sullivan, Mr Henry said he was a Transol employee on a temporary basis. He denied he was appearing just to help Mr Thandi retain his licence

Mr Henry said he worked as an independent contractor from garage to garage. He was employed by Mr Thandi at the moment. He would say he would remain a full-time employee for another 12 months.

Mr Fisher said that, in the best-run companies, defects would emerge from day to day. Real steps had been taken by Mr Thandi, and procedures had been put in place. Thirteen vehicles had been tested, and that gave the company considerable spare capacity.

Consequently, there would at all times be back-up vehicles. One of the difficulties the compa-

ny had was the reduction in authorisation from 30 to 10 vehicles.

Basically, it had too many vehicles for its licence authorisation. Any company liked to operate as many vehicles as possible within those available, otherwise it was dead money and the company that much more marginal.

Transol had 23 vehicles, said Mr Fisher, eight of which were out of commission. There were 15 serviceable vehicles, 13 of which had been tested. The other two vehicles needed some work doing to them before they were presented for test.

Granting a licence for 12 months, with an increase in authorisation to 15 single deckers and two double deckers, Mr Sullivan said he was very concerned that the record of maintenance should continue to improve, as it had under Mr Henry's tutelage.

As Mr Henry had succinctly put it on the previous occasion, lives were at stake. His concern was that any vehicle Transol used should be safe.

Mr Thandi had been told by the commissioner a few months ago he would be off the road if there were further prohibitions. Mr Thandi had failed that test. It was only the appearance, and responsible attitude, of Mr Henry that had given him the confidence to grant a licence for 12 months, said Mr Sullivan. The company would be monitored during that period and a further renewal of the licence in a year would depend upon its performance.



Handsworth operator back on road, but...

HANDSWORTH-BASED Baldev Singh Hayre, who allowed his previous licence to lapse, has been granted a fresh licence by West Midland deputy traffic commissioner Roger Seymour, but for one vehicle only.

Mr Hayre, of 22 Astley Road, Handsworth, Birmingham, had applied for a national licence authorising the operation of two single deckers.

Mr Seymour said he had previously adjourned Mr Hayre's application because there

were a number of issues about which he was concerned. The previous licence had lapsed. The CPC holder was going to be Mr Hayre's sister, Sukhwinder Hayre, who was a qualified solicitor, and he was not sure how much she was going to be involved in the business.

He had also required a fleet check to be undertaken. A vehicle examiner had carried out a check on the vehicle it was said was going to be used and five defects were found.

Mr Hayre said Beacon Coaches would inspect and maintain the vehicle. He would mainly drive it himself, though it would be

driven by his father on occasions.

Miss Hayre said she did the books, the accounts, the wages; in fact the whole system. She did all the paperwork.

She spent about 16 hours a week in court, the remainder of the time she worked in the business as that was what they really wanted to do.

Mr Seymour granted a licence for two years after hearing financial evidence in private at Mr Hayre's request.



Authorisation reduced

THE authorisation on the licence of Terry Wood Coach Hire, of Millom, Cumbria, has been reduced from two vehicles to one by North Western traffic commissioner Martin Albu at a Manchester public inquiry.

DoT vehicle examiner Mark Ward said that the firm, of Unit 3, Haverigg Industrial Estate, operated two 53 seaters. He examined one of the vehicles in a spot check in June, issuing an immediate prohibition.

The offside rear tyre's tread was worn below the legal limit. When the wheel was removed from the vehicle, the steel cords in the tyre could be seen exposed. The vehicle was presented for clearance 10 days later and a variation notice was issued which was endorsed neglect.

Mr Ward said he had carried out a maintenance investigation in August after giving the firm 10 days notice. He inspected the second vehicle and issued it with an immediate prohibition and a defect notice for seven items.

All inspections and repairs were carried out by the firm's proprietor, Terence Wood, who had no formal qualifications. The inspection pit was unsatisfactory as it was very dark and wet, making it difficult to carry out an under-vehicle inspection. The records were complete but the condition of the vehicle did not match the records produced.

An immediate prohibition had been issued in January 1991, as two wheel nuts had sheered, said Mr Ward. The standard of maintenance had deteriorated since a satisfactory maintenance inspection

in August 1992.

Mr Albu said the licence had been renewed in 1992, after the satisfactory report, but Mr Ward said things had gone dramatically wrong since the 1992 maintenance investigation.

Mr Wood said things had gone wrong due to pressure of work. One of the two coaches was away all week and he was working with the other vehicle at the weekend.

He was in the middle of divorce proceedings and his wife was trying to claim half his business. He had been operating coaches for 15 years and he had always got them through their annual tests. Mr Wood said he was now only operating one vehicle. He had widened the pit and put lights in it. It was only wet because he had cleaned a vehicle over it the night before.

He still owned the second coach but he had not used it since the immediate prohibition in June 1993. Mr Wood said he was now mostly doing private hire work. He had a contract with the shipyard in Barrow until the coach was put off the road. He only worked three to four days out on the road, the rest of the time was left to maintain the vehicle.

It was his only livelihood. He had had no problems since August. He had only had the coach prohibited in 1991 for a week and he had only done one run in it.

After Mr Wood had apologised to the commissioner, Mr Albu said it was not him he needed to apologise to but the passengers, as they were the ones to suffer if things had gone wrong.



Training outfit granted licence

BLOXWICH Driver Training, which had continually received requests to hire out its coaches, has been granted an O-licence by West Midlands deputy traffic commissioner Roger Seymour at a Birmingham public inquiry.

The firm, of 30 Sandbank, Bloxwich, had applied for a new national licence authorising the operation of two single deckers. However, Mr Seymour was only prepared to grant a one-vehicle licence as he found the financial situation "a little unusual".

Partner Robert Green said the other partners were his two sons and his brother in law. Their two coaches were not licensed as PCVs at the moment, as they were solely used for training.

They wanted to be able to use them for pcv work, as they had been approached a number of times.

Mr Seymour said the only problem was one of finance. What concerned him was that the four partners only drew £4,702 each out of the business according to the last accounts.

That was less than a living wage. He had to be sure the firm had sufficient assets and liquidity to enable vehicles to be properly maintained.

The firm's accountant, Robert Wilcox, said the drawings figures did not include income tax and National Insurance. Robert Green had been a sole trader and he had introduced the other part-

ners.

It reflected a growth in business and an investment in vehicles. Any profit made had been reinvested. The accounts produced were for the period ended November 30 1992 so they were out of date.

The partners' income levels had been a lot higher this year. There was an overdraft facility of £5,000, which was not currently being used, and a further £2,000 was being negotiated.

Mr Seymour said bank statements produced showed that, on occasions, the overdraft limit had been exceeded, but Mr Wilcox said he would say the firm had adequate liquidity to meet maintenance obligations.

Mr Green said the firm had two coaches, two articulated HGVs, two small vehicles used for carrying sand, and a minibus. The last two years they had just been ticking over.

However, there was now a shortage of PCV drivers and they were getting a lot of PSV training work. They also had a contract with Walsall Community Transport to train the unemployed.

Indicating he was not prepared to grant a licence for more than one vehicle at this stage, Mr Seymour said there were very heavy obligations attached to the maintenance of PSV vehicles.

The grant was on condition that the current inspection period of six weeks was reduced to four weeks.



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1985 BEDFORD YMPS PARAMOUNT, 35 seater with power door and side locker. Very good condition. £19,500 + VAT. Tel. 0371 810243.

BEDFORD YLQ PLAXTON, 45 seats, excellent mechanical condition, bodywork good, MoT exp 11.9.94. £4,500 + VAT. Contact Mr Yould on 0928 564515. (42448/CS/BE)

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April '91 H Reg

35 reclining seats + courier, air suspension, double glazing, Blaupunkt, curtains, white with red/grey interior, low mileage, dealer maintained, 12 months MoT, 1st class condition.

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Tel: 0943 465591
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1976 BEDFORD YRT, Duple Dominant, 53 seater, 500 blue series engine, power door, yellow/brown/orange, red seats, MoT 23.8.94.

£3,000 + VAT

0763 271516

(43200/CS/BE)

1984 BEDFORD PARAMOUNT TURBO, 53 seater, interior red/grey, exterior crimson/grey, radio PA, p/door, MoT Dec 1994, superb condition. £18,000 ono. Tel. 021 422 4501. (42983/CS/BE)

1985 BEDFORD LASER TURBO, 53 seats, 6 speed ZF manual gearbox, MoT Nov '94, taxed March '94, radio/PA cassette, automatic door. £15,500. Tel. 0603 279215. (43363/CS/BE)

1976 BEDFORD DUPLÉ
53 seater, MoT Nov '94, good condition
£3,250 + VAT ono

1979 BEDFORD DUPLÉ
53 seater, MoT Jan '95, good condition
£3,750 + VAT ono

Tel: 0939 232379

(43367/CS/BE)

BEDFORD PARAMOUNT YMPS, 35 seater, 9.5 metre, very good order, with tables, full test, 500 turbo engine, radio/PA, gangway carpet, curtains, choice of 2. 1-1986 £25,500 + VAT. 1-1987 with reclining seats £28,500 + VAT. Part exchange possible. Tel: 061-707 3202. (43519/CS/BE)



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DAF Power, 49 full executive, toilet, stereo, video, fridge, Webasto, Telma, driver's bunk, ABS, additional fuel tank, double glazing, curtains and many other features. First class condition.

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eves: 0757 288373

(37702/CS/DAF)

1985 MB200 DKFL, Algarve, 51/53 recliners + courier, o/s rear demountable toilet, continental door, wired for video, 3 monitors, curtains, radio/PA/cassette, tested till February 1995, any inspection. £29,500 + VAT. Tel. 0651 862911. (43196/CS/DAF)

DAF MB200, 12m Plaxton, very clean and tidy, 53 recliners, tinted windows, used for UK tours and private hire, well maintained. £8,995 ono + VAT. Tel. 0347 838162/821707. (42449/CS/DAF)

DAF PLAXTON 3.2, 53 seater, DHS, 12 months test, choice of 2, 1986.

1 DAF PLAXTON 3.2, 57 seater, DHTD, 1986, 10 month test.

1987 DAF DHTD 1 x 55 PLAXTON 3.2, 11 month test.

Tel:

0484 545241

(43372/CS/DAF)

DAF

DAF MB230 DUPE BODY, D reg, 53/55 seater with toilet and drinks machine, double glazed. £41,000 + VAT ono with new MoT. Tel. 0702 349215 (Southend). (42491/CS/DAF)

BOVA EUROPA, 1982, 53 seats + courier, power door, radio/PA, 6 speed manual, choice of 2, November test. £15,000 & £16,000, both + VAT. Storeys Coaches 0353 860705.

(43354/CS/DAF)

1983 SB2005 JONCKHEERE BERMUDA, MoT & taxed, 46/51 R, toilet, coffee machine, sun blinds, radio/PA/cassette, owner driver, excellent condition, large fuel tank, mobile phone. £25,500 + VAT ono. Tel. 0206 395394.

(43169/CS/DAF)

DENNIS

1988 DENNIS JAVELIN PLAXTON 3200,

53 reclining seats, radio/PA/cassette, power door, tinted windows and curtains. COF August '94

£52,000 + VAT

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(43193/CS/DE)

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1982 PLAXTON FORD, 53 seater coaches, choice of 2, well kept vehicles with usual extras and coach doors. MoT's Nov 94 - £6,000 ono. Also 2 x 1980 FORD PLAXTON, 53 seaters, MoT's Nov/Oct 1994. £4,750 ono. Bennetts Coaches Gloucester. Tel. Daytime 0452 527809, evenings/w. ends 0452 503995. (42498/CS/FO)

1972 FORD PLAXTON, 45 seater, MoT 8.6.94, engine needs attention. £700 ono + VAT. Howletts 0296 713201.

(43194/CS/FO)

FORD DOMI II, '79, 53 seats, full test, reliable, used regularly. Very good condition, side lockers. £5,000 ono. Tel. 0482 707365.

(43355/CS/FO)

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LEYLAND

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Further details to:

0698 87207

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(43370/CS/LE)

LEYLAND

1987 LEYLAND TIGER 245, Plaxton 3200,

53 reclining seats, radio/PA/cassette, power door, tinted windows and curtains. COF Jan '95

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(43192/CS/LE)

MTM 1988 Leyland Freight Rover 350, 16 high back seats, curtains, 2 tables, radio cassette and telephone, high roof, MoT Oct '94. £6,500 + VAT. Tel: 0642 210006 (day), 0642 552636 (eve).

(43506/CS/LE)

LEYLAND SWIFT, Aug. 88, EIME body, tested until Aug '94, 27 seater on tracking reclining seats, carpeted, Cummins engine. £27,500 now £26,000 + VAT. Tel. Day: (0744) 611945, Eve: (0744) 612652.

(43176/CS/LE)

1982 LEYLAND TIGER 218, semi automatic, 57 seater Plaxton Supreme 5 (retrimmed April '92), Telma retarder, power door, MoT June 1994, well maintained, records available. £17,500 + VAT ono. Contact: INGLEBY'S LUXURY COACHES LIMITED, 24 Hospital Fields Road, Fulford Road, York YO1 4DZ. Tel: 0904 637620 or 652763.

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(43155/CS/ME)

81 LEYLAND LEOPARD PLAXTON SUPREME IV, 53 seater, Paramount front. Bristol Dome, ZF, Telma, Pod, curtains, carpets, MoT Dec '94. Owner driven 4 years. £10,500 + VAT. Tel. 081 658 5416.

LEYLAND NATIONAL, 1978, 49 dual purpose recently re-moquetted seats, has to be one of the smartest Nationals around. £7,500 + VAT. Tel. 0435 863485 (Sussex). (43199/CS/LE)

PLAXTON PARAMOUNT, 1983, 11 metre, 53 standard seats, double glazed, auto lube, 6 speed ZF manual, radio/pa cassette, tested until January '95, very clean vehicle. £20,000 + VAT. Tel: 0200 445210.

(43198/CS/LE)

1982 LEYLAND LEOPARD ECW coach body, dual purpose, luggage pen, destination equipment, 49 seats + 8 standing, Leyland 680 engine, semi auto, 2 speed axle, has not been used since PSV test, tested Aug '94. £7,250 + VAT or very nearest offer. Choice of 2. Tel. 0422 375893 or 0836 778777.

(43520/CS/LE)

LEYLAND NATIONAL 1975, 10.3m, single door, 41 seats, MoT 3/94, taxed, red and cream exterior. £4,500 + VAT. Telephone Mr Howle, Birmingham Coach Company, 021 557 7337.

(42444/CS/LE)

1984 LEYLAND TIGER, PLAXTON 3500, 47 recliners, PP, rear toilet, radio, PA video, double glazed, taxed MoT, good condition. £26,000 + VAT. Tel: 0547 528303.

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1990 G SCANIA K93 PLAXTON 3200, low driver, 53 reclining seats, double glazed, radio PA cassette

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1989 F VOLVO B10M DUPE 320, 57 seats, radio P/A cassette

1989 VOLVO B10M PLAXTON PARAMOUNT 3500, 49 recliners, demountable toilet, radio P/A cassette

1989 F TIGER PLAXTON 3200, 53 recliners, Telma, double glazed, radio P/A cassette

1986 G DAF MB200 JONCKHEERE P599, 51 reclining seats, Telma, drinks machine, TV, radio PA cassette

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081 592 7453

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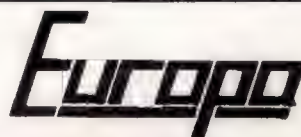
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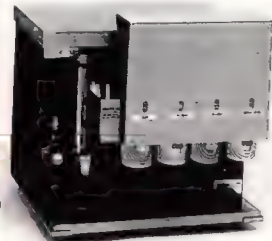
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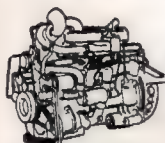
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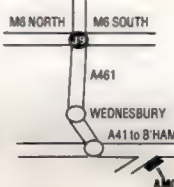
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 1989 'F' MERCEDES 811 REEVE BURGESS 33 seat service bus, Aug '94 MoT.
 1989 'F' MERCEDES 609D 26 seat minicoach.
 1989 'F' MERCEDES 307D REEVE BURGESS 15 seat executive minicoach, power steering.
 1988 'F' MERCEDES 407D 16 seat minibus, Aug '94 MoT.
 1988 'F' FREIGHT ROVER CARLYLE MK 2 20 seat service bus.
 1988 'F' TALBOT EXPRESS PULLMAN 3 axle, 22 seat minibus.
 1988 'E' TALBOT EXPRESS high roof 8 seat diesel welfare bus.
 1987 'D' FREIGHT ROVER 16 seat mini service bus, 11 months MoT.
 1987 'D' LEYLAND CUB REEVE BURGESS service bus.
 1986 'D' MERCEDES 307D high roof 12 seat minibus.
 1986 'D' IVECO 60.10 20 seat service bus, 12 months PSV MoT.
 Y A S 'D' DODGE COMMANDO WADHAM STRINGER service bus, 39 seat, Nov '94 MoT.
 1986 'C' DODGE S66
 1986 'C' FORD TRANSIT 16 seat diesel PSV minibus.

MANY FURTHER ENTRIES EXPECTED AND INVITED

PLEASE NOTE: the above list represents only a small section of the PROMISED entry and are as such ALL SUBJECT TO ARRIVAL. Further to this advertisement there will be an update insight available on FRIDAY 21st JANUARY after 6pm from DIAL-A-FAX.

BUS & COACH DIAL-A-FAX: 0336 413753

Dial the above number on your fax and press "START". Calls charged at 36p per minute cheap rate and 48p per minute at all other times.

ATTENTION: ALL NON ADT ACCOUNT CUSTOMERS!

All non-account customers must WITHOUT EXCEPTION lodge a minimum CASH or BANKERS DRAFT deposit of £500 or 10% of final bid price (whichever the greater) PER VEHICLE to the Auctioneer's rostrum at the time of the sale. Please telephone Mrs P Moffat - cashier, for information regarding payment enquiries prior to sale day.

FIVE FURTHER SALE DATES FOR '94 AT

MANCHESTER-BELLE VUE

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 SEPTEMBER 21ST, NOVEMBER 16TH

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STEVE HOLT or JOHN CONNOLLY
TEL: 061-230 6000
Fax: 061-220 8079

(42547/UN/AUC)

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(43513/UN/BFS)

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APPOINTMENTS AND TENDERS

*London Transport bus services***Invitation to tender**

*London Transport invites tenders for the
 operation of the following bus routes.*

*They will continue to be marketed as an integral
 part of the London Transport network.*

107 NEW BARNET STATION - EDGWARE**403 WEST CROYDON - WARLINGHAM PARK****407 WALLINGTON - CATERHAM****550 GIDEA PARK - CRANHAM (Schooldays only)**

*The closing date for tenders is Monday 14th March
 1994, and the services are due to commence in
 Autumn 1994.*

*If you are interested please talk to Malcolm Wren or
 Mike Weston on 071-918 3480 or 3518 for details
 and application forms. Or write to:
 Tendered Bus Division, London Transport,
 Broadway Buildings, 55 Broadway,
 London SW1H 0BD.*



London Transport

APPOINTMENTS AND TENDERS

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Milton Keynes

to £40,000

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It's a philosophy that has made us the UK's most successful truck and trailer rental company. And one which we are now seeking to apply as we diversify into the bus and coach rental business.

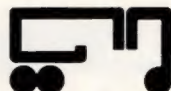
Not everyone will be up to the challenge of heading our new division and starting the business from scratch. Expectations are high and in every aspect of the business you'll be expected to drive from the front - from sourcing and purchasing new products to operational planning and implementing a user-sales strategy.

A thorough knowledge of the bus and coach industry

from both an operational and product perspective is just the tip of iceberg. You'll need to have an acute commercial awareness, first class sales skills and plenty of determination to succeed.

But if you've got what it takes, you'll find that few other roles offer such scope to make an impact. And because we're aware of the importance of recruiting the right person, we're not setting any hard and fast limits on remuneration. Suffice to say, the salary is excellent and there will be a first class benefits package to include a quality car and relocation assistance where necessary.

To apply, please write with full CV to Mr M J Williams, Managing Director, Dawsonrentals Limited, Delaware Drive, Tongwell, Milton Keynes MK15 8JH.



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Please apply with detailed CV to:

IA Kemp, Sales Director, WESUMAT Car Wash Equipment Limited, Unit 14A, Oak Industrial Park, Chelmsford Road, Great Dunmow, Essex CM6 1XN.

(43048/A/A)

HIGHWAYS DEPARTMENT TRANSPORTATION PLANNING

ARE YOU INTERESTED IN RUNNING BUS SERVICES IN SUFFOLK?

In accordance with section 89 of the Transport Act 1985, Suffolk County Council is undertaking its annual updating of its register of operators to whom invitations to tender for local bus (including taxi-bus) services are automatically sent. Tenders for services are invited as the need arises throughout the year. Operators already on the list will have received an operator profile questionnaire for 1994 and need not re-apply.

If you are interested in running local services in Suffolk, and think that you are not already on the register, please write to: Public Transport Support Team, Highways Department, St. Edmund House, County Hall, Ipswich IP4 1LZ or telephone 0473 265680.

Results of previous tenders are published ten times a year as appendices to reports to the Council's Transport Committee and are available for inspection at County Council offices and libraries.



Suffolk County Council

BEDFORD BOROUGH COUNCIL PARK & RIDE SHUTTLE BUS SERVICES

The council invites tenders from licensed bus operators for the provision of bus services running between car parks and the BEDFORD Town Centre. Contracts will run from April 1994 to April 1995: Service details are given below.

Wednesday to Friday Service
Two 22 seat buses to operate from 9.20am to 4.00pm
Saturday Service
Two 22 seat buses to operate from 8.00am to 6.00pm

Tender documents are available from:

The Borough Engineer
Town Hall
BEDFORD
MK40 1SJ
Telephone: (0234) 221698

Tenders must be returned by 10.00am on Monday 7th February 1994.

(43528/A/TEN)

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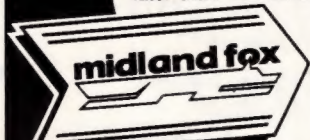
Garage Manager

Midland Fox, Leicestershire's major privately owned bus operator and employer of over 700 staff invite applications for one of the most important management roles within a garage in Leicester. The Manager is responsible for the daily management of staff and services carrying up to 30,000 passengers each day to ensure an efficient operation with a budgetary control.

The successful applicant, who need not necessarily have worked previously for a bus company, will have had supervisory experience including negotiations with staff representatives, recruitment and discipline. He/she will be responsible to the General Manager for the garage and will receive an excellent remuneration package.

Applications from anyone who can display the necessary enthusiasm and commitment for this demanding role should be sent under private cover, to arrive not later than 11 February 1994, to:

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Group Administration Manager
Midland Fox Ltd
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Caldaire appoints directors

IN a series of appointments which are designed to release **Mike Hunter** and **Neil Hoskins** from their positions as managing directors of Caldaire subsidiaries, new directors have now been appointed for two of the three companies.

Brian Jackson, formerly West Riding operations manager, takes over as managing director from Mike Hunter at West Riding of Wakefield.

Garry Raven, formerly fleet engineer, becomes engineering director; and **David Cocker**, formerly financial controller, becomes finance director of both West Riding and Yorkshire Woollen, as there is only one central accounting department for all subsidiaries.

Neil Barker, currently manager of Selby & District, succeeds Neil Hoskins as managing director of Yorkshire Woollen of Dewsbury; and **Vernon Barfoot**, formerly fleet engineer, becomes engineering director. Both subsidiaries lose the posts of operations manager.

Because of the promotion of **Neil Barker**, a vacancy for manager Selby & District is being advertised, although the nominal title of managing director (for company purposes) of Selby & District goes to **Garry Raven** of West Riding.

Telma position

TELMA Retarder has appointed **Karl Downs** regional sales manager for Western England and Wales.

The company is currently celebrating 25 years supporting the bus and truck industry in the UK. This latest appointment in Telma's expansion plans has been made as a direct result of the increased demand for brake retarders in the bus and truck sector.

Reporting directly to UK general manager **Robin Gregg**, Mr Downs will not only be actively marketing Telma's wide range of retarders but will also be responsible for establishing and maintaining close links with customers throughout the region.

With his considerable experience of retarders and engine brakes, he will be in a unique position to enhance Telma's position in the marketplace.

Mr Downs, 30, who is married with two young children, will be relocating to the Gloucester area.

Winners on the ball

THE sixth annual Midland Red West five-a-side football competition took place at Droitwich Sports centre earlier this month.

The winners, the Digbeth Destroyers, become the first side to win the Brian Haughton Memorial Shield twice since the competition began in 1986.

The event was well attended as always, with eight teams from Midland Red West depots around Birmingham, the Black Country and Worcestershire.

After a disappointing 1-0 defeat in their first game, the Digbeth Destroyers lived up to their name by not conceding another goal for the rest of the tournament.



Digbeth Destroyers **Mark Tustin**, **Gary Witcomb** and **Steve Miller** (front) and **John Hay**, **Paul Williamson**, **Martin Install** and **Pete Robinson** (back)

COACH AND BUS WEEK

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I WISH TO SUBSCRIBE TO COACH AND BUS WEEK

Name: Job Title:
Company:
Address:
Postcode: Tel No.

YOUR COMPANY DETAILS (please tick as appropriate)

- | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|---|---|--------------------------|-------|------|-----|----------------|--------------------------|--------------------------|--------------------------|------------|--------------------------|--------------------------|--------------------------|-------|--------------------------|--------------------------|--------------------------|----------------------|--------------------------|--------------------------|--------------------------|---------------------|--------------------------|--------------------------|--------------------------|------------|--------------------------|--------------------------|--------------------------|----------|--------------------------|--------------------------|--------------------------|
| 1. Total no of employees..... | 3. Fleet Size (please specify)
Bus
Coach
Other | 5. Do you have responsibility for the recommendation / purchase and / or specification of the following (Tick all that apply) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2. What is your company's main business function?

Bus Operator <input type="checkbox"/>
Coach Operator <input type="checkbox"/>
Local Government <input type="checkbox"/>
Other (please specify) | 4. What is your primary job function?

Owner / Director <input type="checkbox"/>
Senior / General Manager <input type="checkbox"/>
Engineering / Service Manager <input type="checkbox"/>
Other (please specify) | <table border="0"> <tr> <td></td> <td>Purch</td> <td>Spec</td> <td>Rec</td> </tr> <tr> <td>Parts / Spares</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>Oil / Fuel</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>Tyres</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>Breakdown / Recovery</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>Insurance / Finance</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>Fuel cards</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>Training</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </table> | | Purch | Spec | Rec | Parts / Spares | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Oil / Fuel | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Tyres | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Breakdown / Recovery | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Insurance / Finance | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Fuel cards | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Training | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
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